

IC Ticket Report with Category Summary

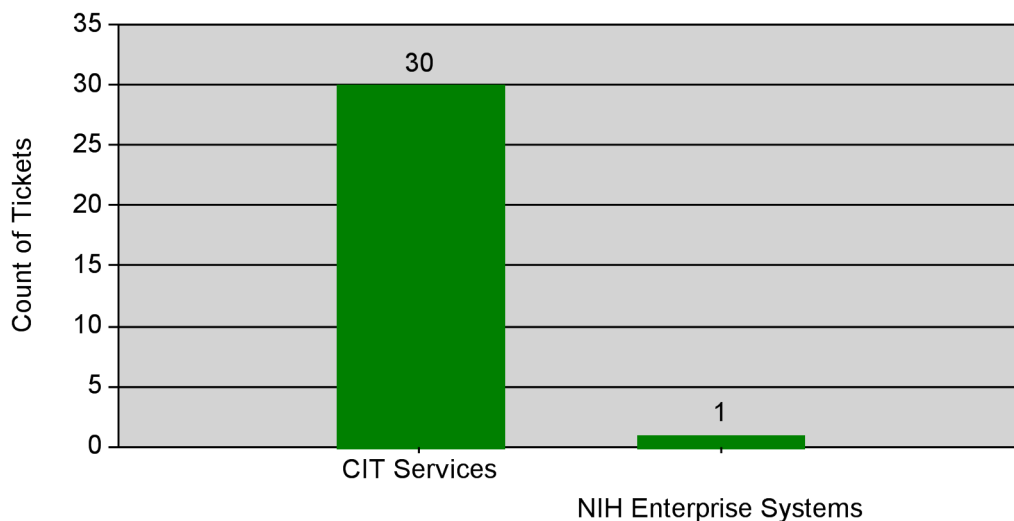


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



Anonymous		31
CIT Services		30
Accounts	1	
General Information	28	
Wireless Services	1	
NIH Enterprise Systems		1
eRA-COMMONS	1	

IC Ticket Report with Category Summary

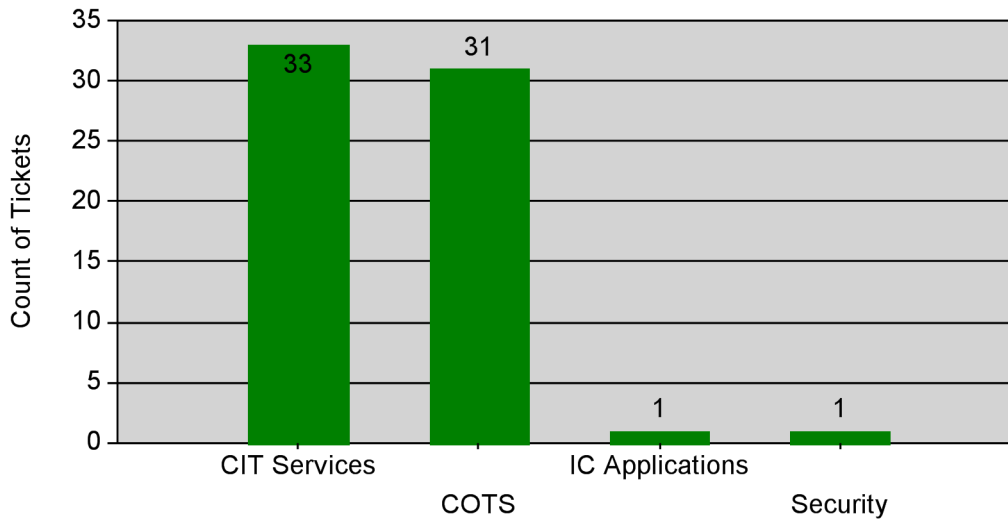


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



BCRS		66
CIT Services		33
Accounts	10	
Back Office Support	12	
Email	5	
General Information	1	
OS/390	2	
Telecommunications	2	
Training	1	
COTS		31
Application Support	20	
Hardware	11	
IC Applications		1
Local LAN	1	
Security		1
Security	1	

IC Ticket Report with Category Summary

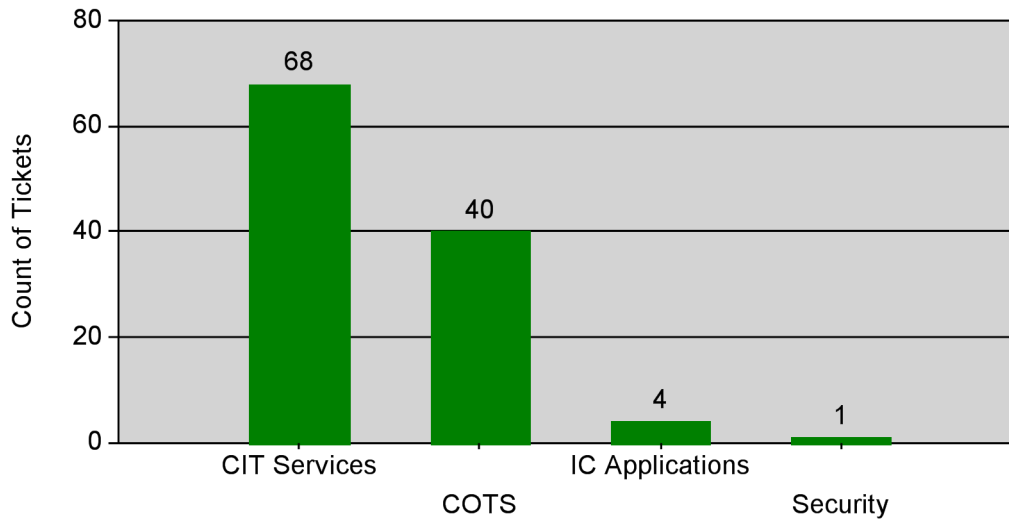


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



BHPR	113
CIT Services	68
Accounts	31
Back Office Support	11
Connectivity	1
Email	16
General Information	3
Video	1
Wireless Services	5
COTS	40
Application Support	23
Hardware	17
IC Applications	4
Local LAN	1
Web Site Issue (non-CIT)	3
Security	1
Anti Virus SW	1

IC Ticket Report with Category Summary

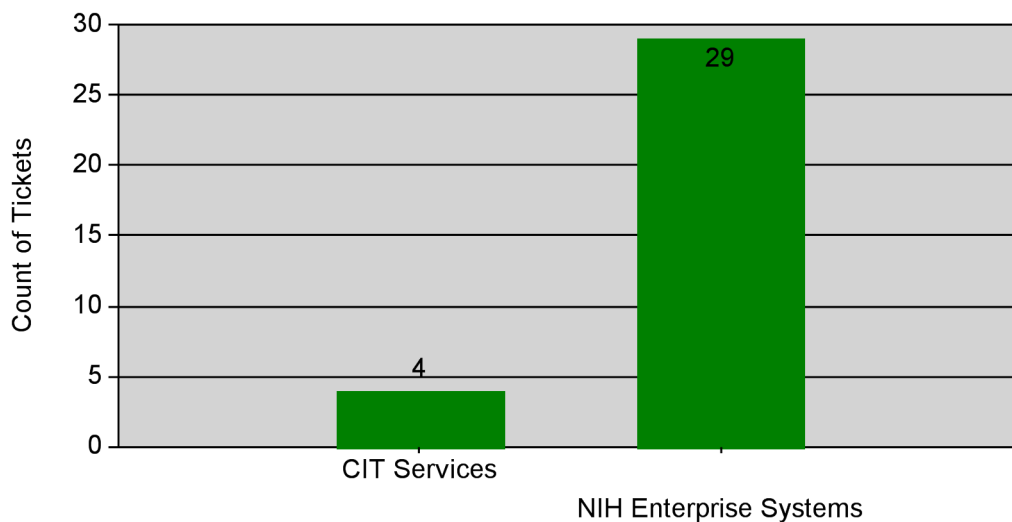


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



CBER		33
CIT Services		4
Accounts	1	
Video	3	
NIH Enterprise Systems		29
ITAS	27	
NED	2	

IC Ticket Report with Category Summary

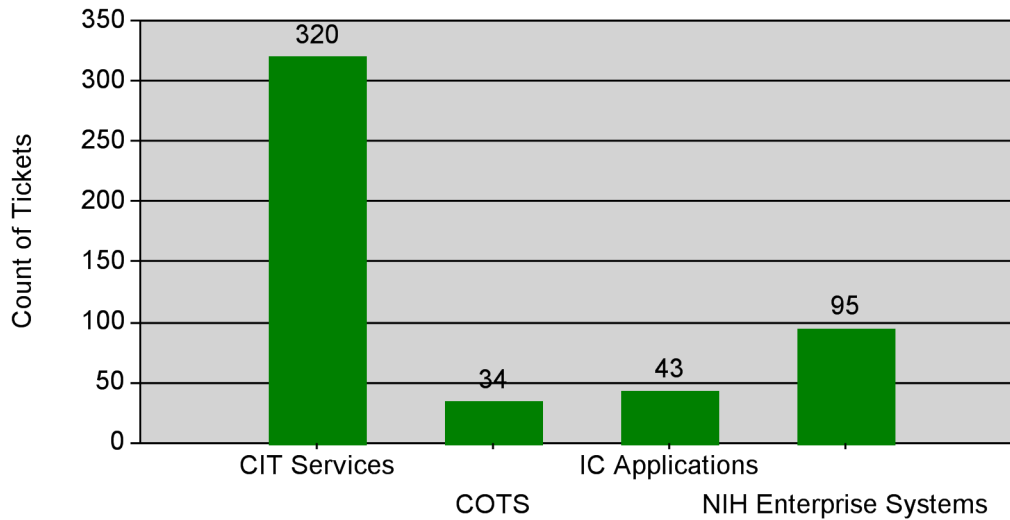


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



CC	492
CIT Services	320
Accounts	202
Back Office Support	9
CIT Categories	2
CIT Categories Remedy	1
Connectivity	7
Email	12
General Information	8
NIHnet	9
Telecommunications	23
Video	1
Wireless Services	46
COTS	34
Application Support	22
Hardware	12

IC Ticket Report with Category Summary



For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

IC Applications		43
CC Clinical Applications	15	
CC Clinical Applications-ATV	2	
CC Technical Operations	13	
Local LAN	10	
Web Site Issue (non-CIT)	3	
NIH Enterprise Systems		95
ADB	13	
Capital HR Func App Suppt	1	
Capital HR Reporting	1	
Capital HR Security	2	
ITAS	15	
NBS-Sandbox	1	
NBS-User Call	45	
NED	14	
NIH Services	2	
NVision	1	

IC Ticket Report with Category Summary

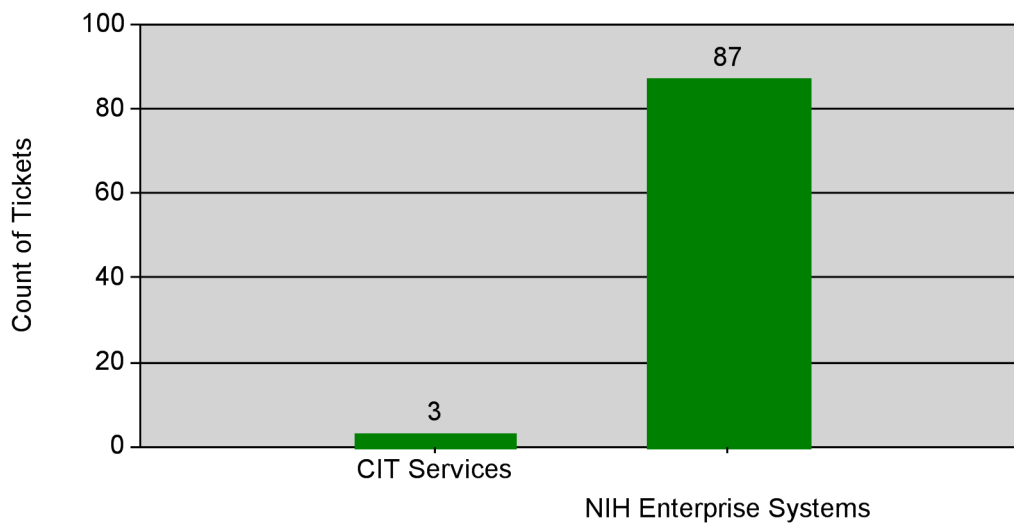


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



CDER		90
CIT Services		3
Accounts	2	
General Information	1	
NIH Enterprise Systems		87
ITAS	87	

IC Ticket Report with Category Summary

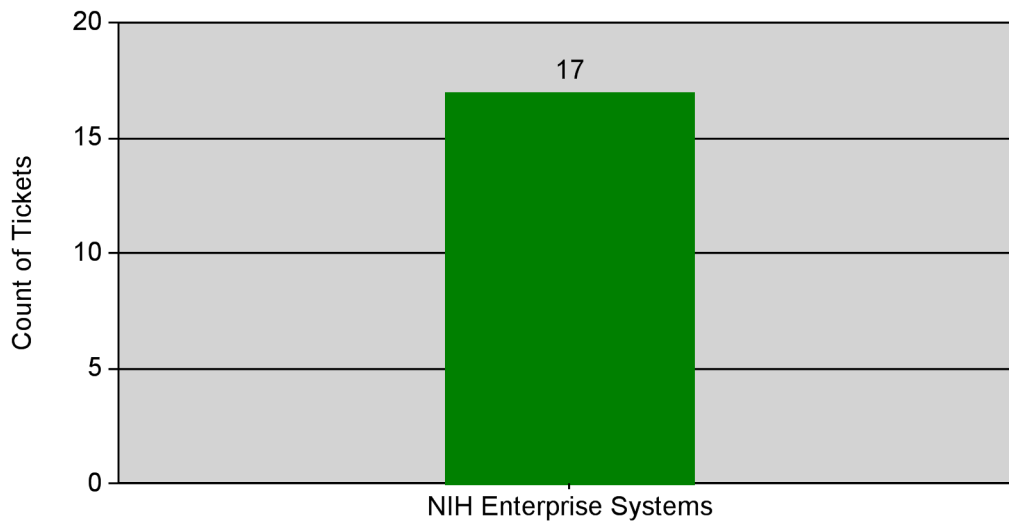


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



CDRH	17
NIH Enterprise Systems	17
ITAS	17

IC Ticket Report with Category Summary

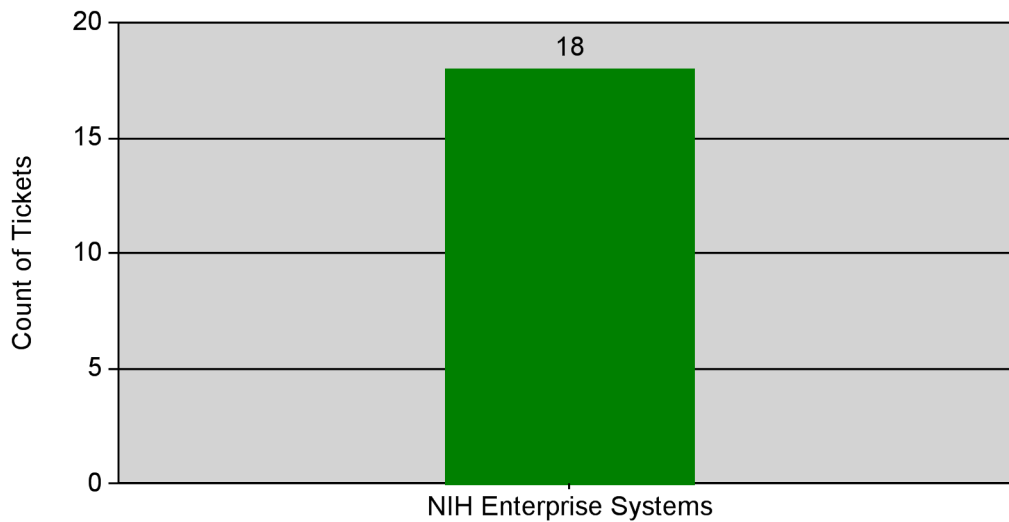


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



CFSAN	18
NIH Enterprise Systems	18
ITAS	18

IC Ticket Report with Category Summary

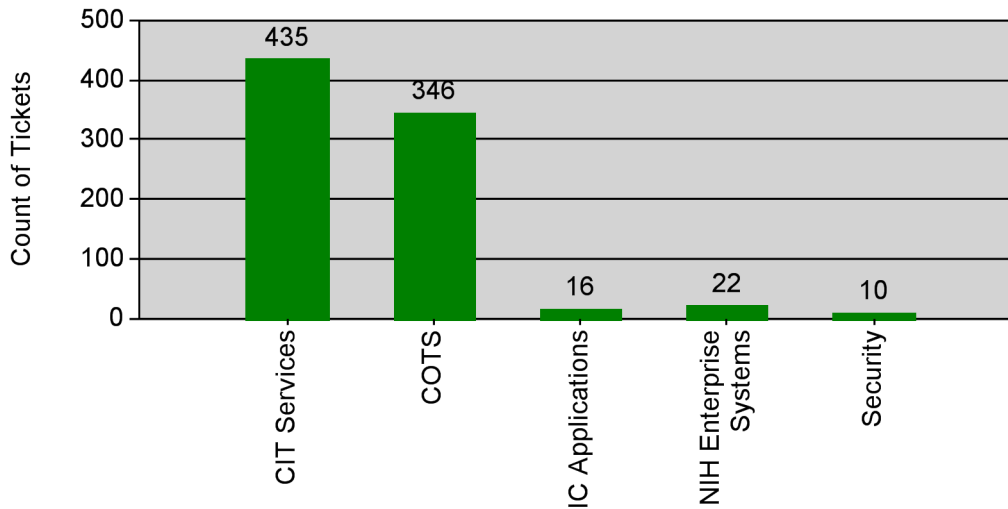


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



CIT	829
CIT Services	435
Accounts	183
Back Office Support	29
CIT Categories	4
CIT Categories Aspect	3
CIT Categories Remedy	18
Connectivity	41
Email	43
General Information	58
Helix Support	1
NIHnet	18
OS/390	2
Telecommunications	5
Training	2
Unix Support	1

IC Ticket Report with Category Summary



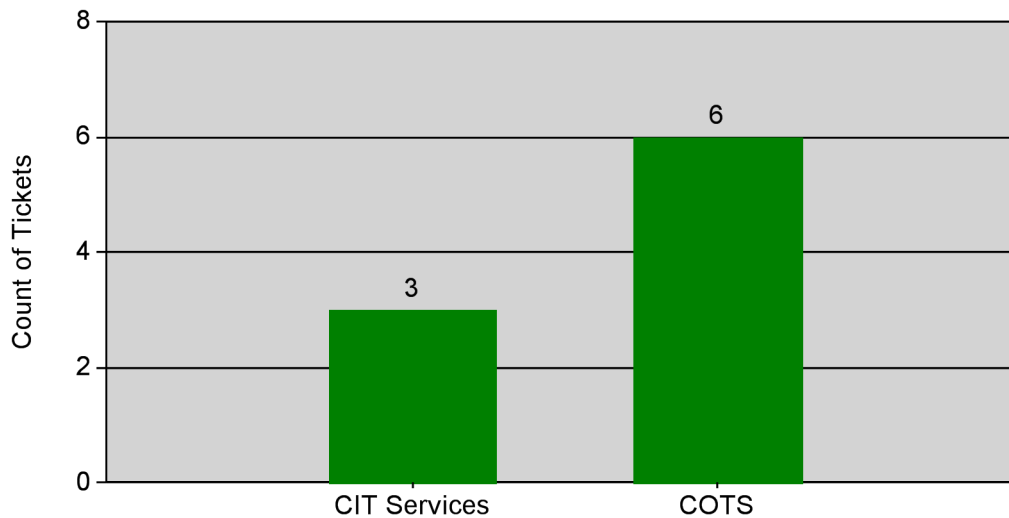
For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Wireless Services	27	
COTS		346
Application Support	228	
Hardware	118	
IC Applications		16
Local LAN	10	
Web Site Issue (non-CIT)	6	
NIH Enterprise Systems		22
NBS-User Call	11	
NED	3	
NIH Services	6	
NVision	2	
Security		10
Security	10	

Tickets By Category Summary



CQ	9
CIT Services	3
Accounts	1

IC Ticket Report with Category Summary



For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

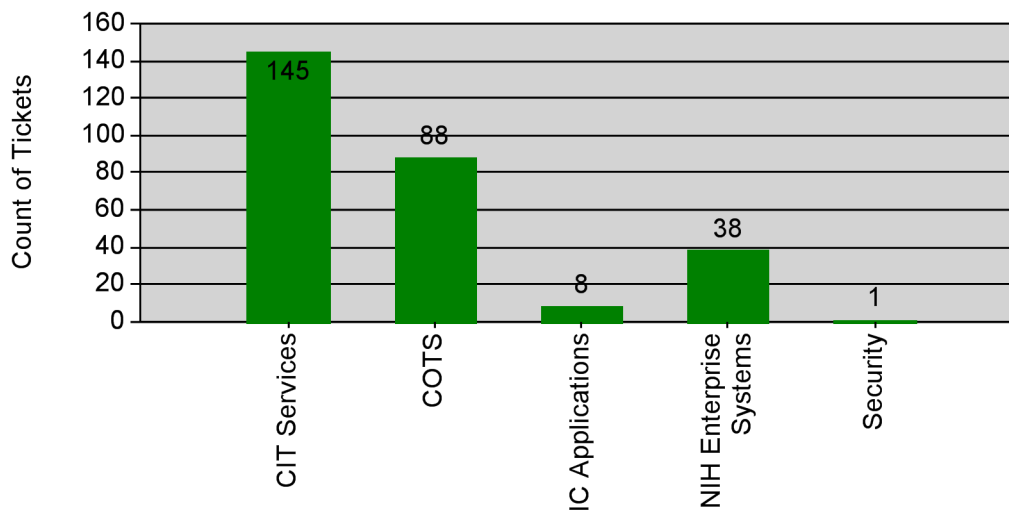
Email 2

COTS 6

Application Support 2

Hardware 4

Tickets By Category Summary



CSR 280

CIT Services 145

Accounts 49

Back Office Support 23

Conference Room Support-Equipment Setup 2

Conference Room Support-Reserve 4

Connectivity 5

Email 31

General Information 10

NIHnet 8

Telecommunications 2

Video 2

IC Ticket Report with Category Summary



For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Wireless Services	9	
COTS		88
Application Support	33	
Hardware	55	
IC Applications		8
Local LAN	4	
Web Site Issue (non-CIT)	4	
NIH Enterprise Systems		38
eRA-COMMONS	7	
eRA-IMPAC II	7	
eRA-Infrastructure	10	
eRA-Referral and Review	9	
eRA-Software BA	1	
NBS-User Call	1	
NED	2	
NIH Services	1	
Security		1
Security	1	

IC Ticket Report with Category Summary

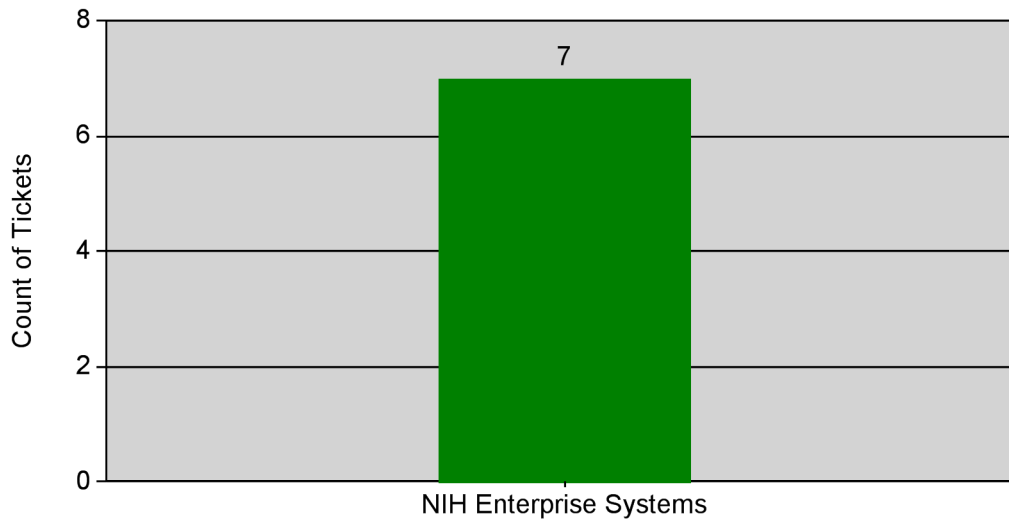


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



CVM	7
NIH Enterprise Systems	7
ITAS	7

IC Ticket Report with Category Summary

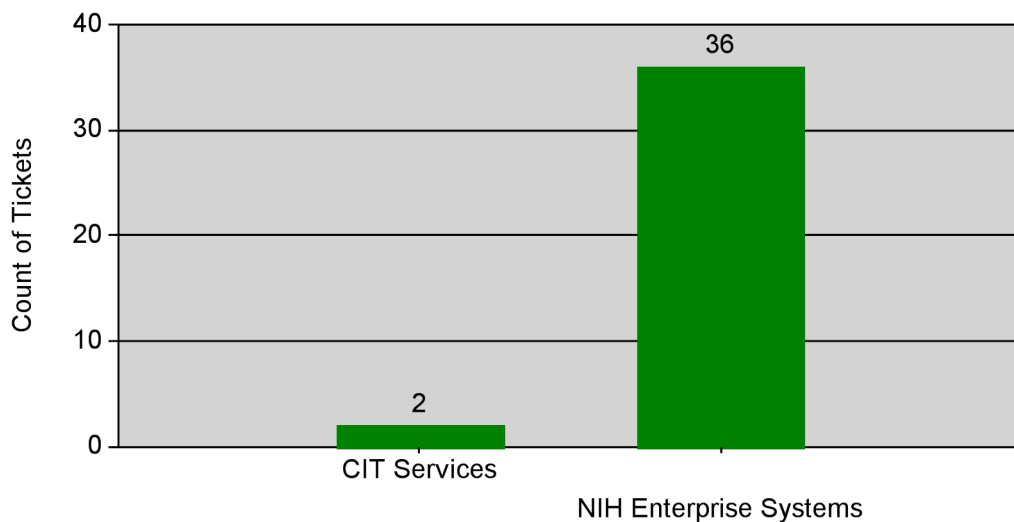


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



FDA-OC	38
CIT Services	2
Accounts	2
NIH Enterprise Systems	36
ITAS	36

IC Ticket Report with Category Summary

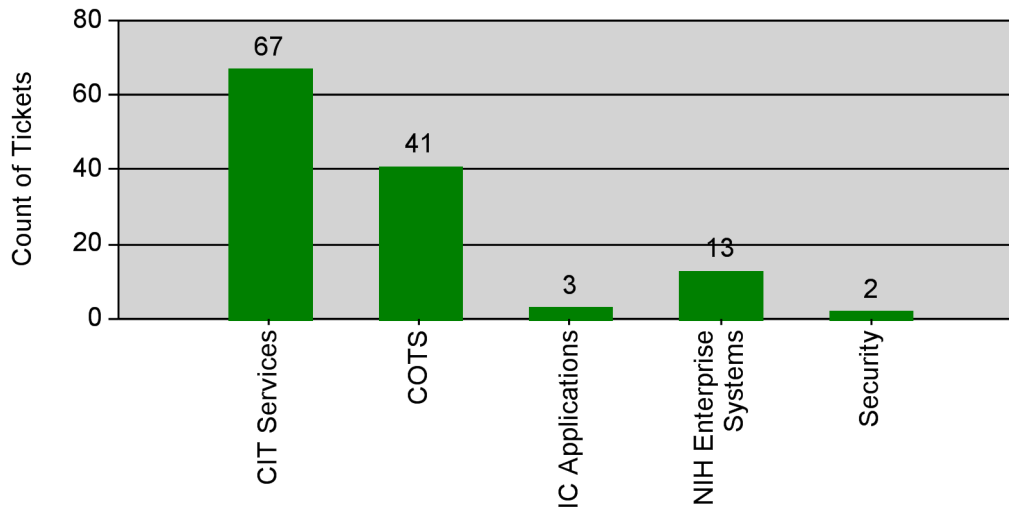


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



FIC	126
CIT Services	67
Accounts	20
Back Office Support	9
Conference Room Support-Equipment Setup	11
Connectivity	3
Email	10
General Information	5
Telecommunications	4
Training	1
Wireless Services	4
COTS	41
Application Support	18
Hardware	23
IC Applications	3
Local LAN	3

IC Ticket Report with Category Summary



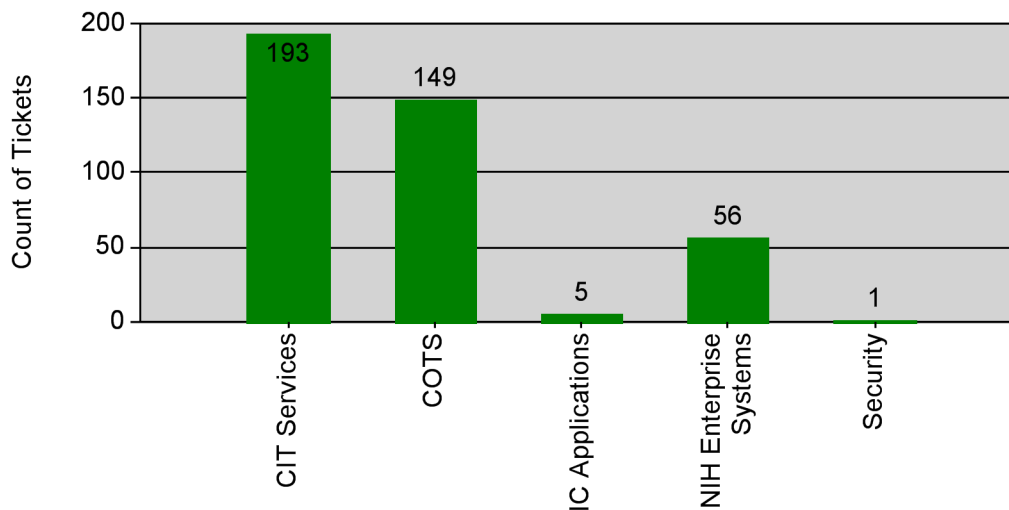
For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NIH Enterprise Systems		13
ADB		1
eRA-COMMONS		2
eRA-IMPAC II		1
eRA-Infrastructure		1
eRA-Reporting		2
NBS-User Call		4
NED		1
NIH Data Warehouse		1
Security		2
Security		2

Tickets By Category Summary



HHS		404
CIT Services		193
Accounts		95
Back Office Support		22
CIT Categories		4

IC Ticket Report with Category Summary



For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Connectivity	7	
Email	37	
General Information	12	
Helix Support	1	
Telecommunications	3	
Video	1	
Wireless Services	11	
COTS		149
Application Support	62	
Hardware	87	
IC Applications		5
Local LAN	3	
Web Site Issue (non-CIT)	2	
NIH Enterprise Systems		56
ADB	2	
eRA-COMMONS	1	
eRA-DB	9	
eRA-External	1	
eRA-Grants Management	2	
eRA-IMPAC II	14	
eRA-Infrastructure	3	
eRA-Referral and Review	3	
ITAS	5	
NED	15	
NIH Services	1	
Security		1
Security	1	

IC Ticket Report with Category Summary

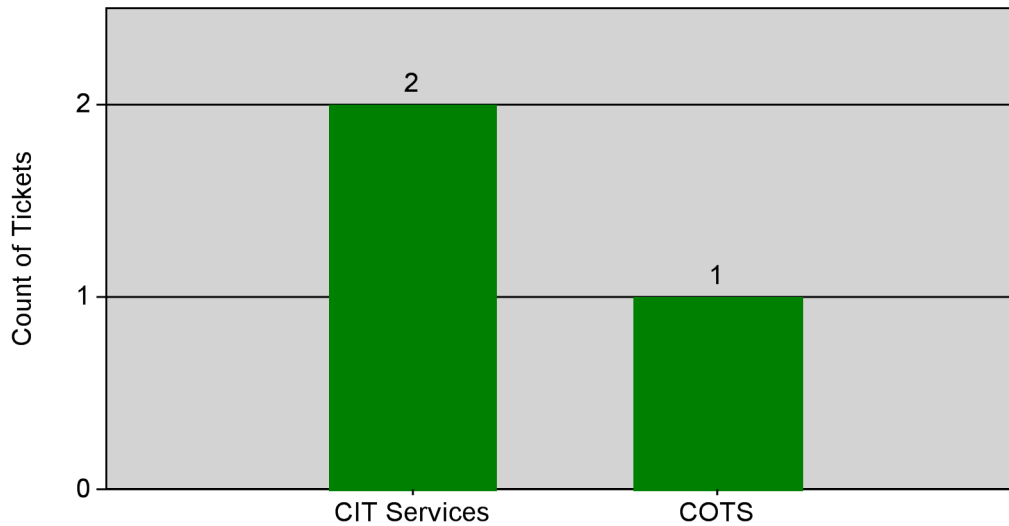


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



HRSA-OC		3
CIT Services		2
Accounts	2	
COTS		1
Application Support	1	

IC Ticket Report with Category Summary

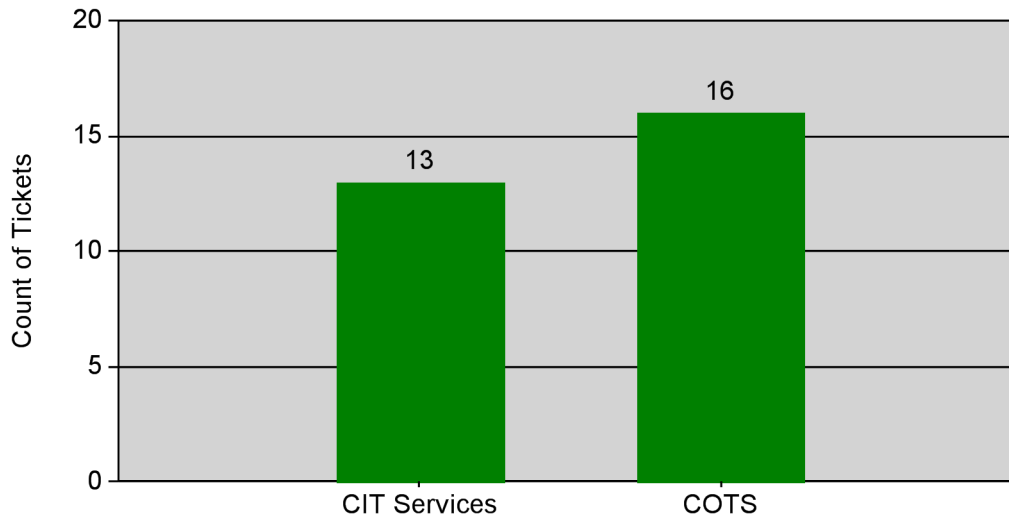


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



HSB		29
CIT Services		13
Accounts	7	
Back Office Support	3	
Email	3	
COTS		16
Application Support	6	
Hardware	10	

IC Ticket Report with Category Summary

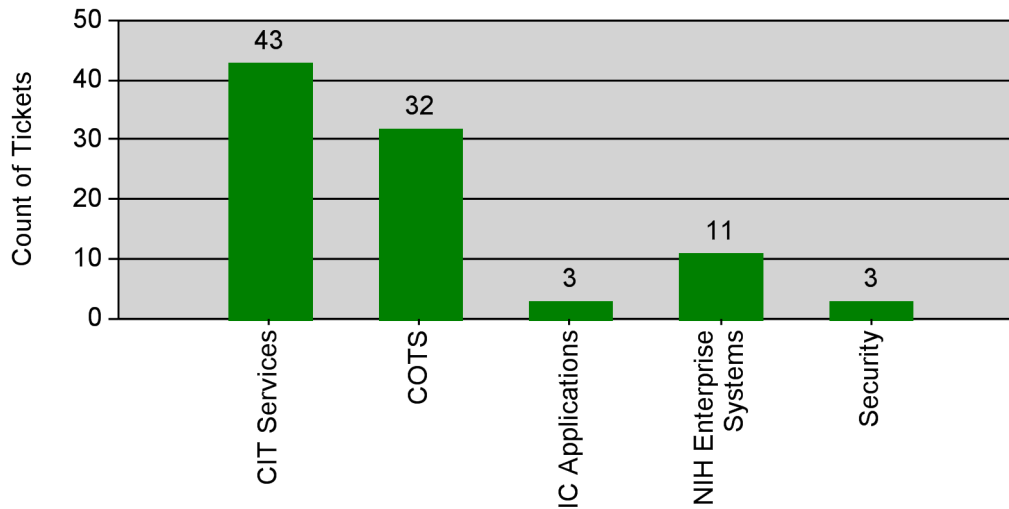


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NCCAM	92
CIT Services	43
Accounts	18
Back Office Support	3
Conference Room Support-Equipment Setup	2
Connectivity	1
Email	10
General Information	2
Telecommunications	1
Video	2
Wireless Services	4
COTS	32
Application Support	11
Hardware	21
IC Applications	3
CC Clinical Applications	2

IC Ticket Report with Category Summary



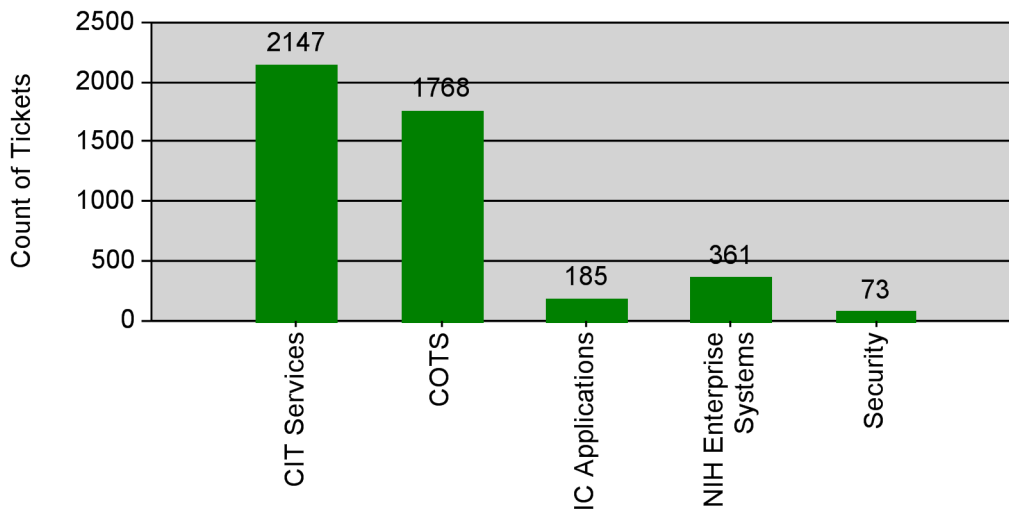
For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Local LAN	1
NIH Enterprise Systems	11
ADB	3
ITAS	1
NBS-User Call	3
NIH Services	2
NVision	2
Security	3
Security	3

Tickets By Category Summary



NCI	4534
CIT Services	2147
Accounts	977
Back Office Support	250
CIT Categories	9
CIT Categories-General Information	2
Conference Room Support-Equipment Setup	109

IC Ticket Report with Category Summary



For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Conference Room Support-Monitor Conference	2	
Connectivity	104	
Email	293	
General Information	115	
Helix Support	6	
iSDP/Software Distribution	2	
NIHnet	37	
OS/390	3	
Telecommunications	48	
Training	3	
Video	28	
Wireless Services	159	
COTS		1768
Application Support	683	
Hardware	1085	
IC Applications		185
CC Clinical Applications	20	
CC Clinical Applications-ATV	3	
CC Technical Operations	4	
E-Grants	1	
Local LAN	123	
Web Site Issue (non-CIT)	34	
NIH Enterprise Systems		361
ADB	55	
Capital HR Func App Suppt	1	
Capital HR Interface	1	
Capital HR Security	3	
eRA-COMMONS	1	
eRA-External	1	

IC Ticket Report with Category Summary



For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

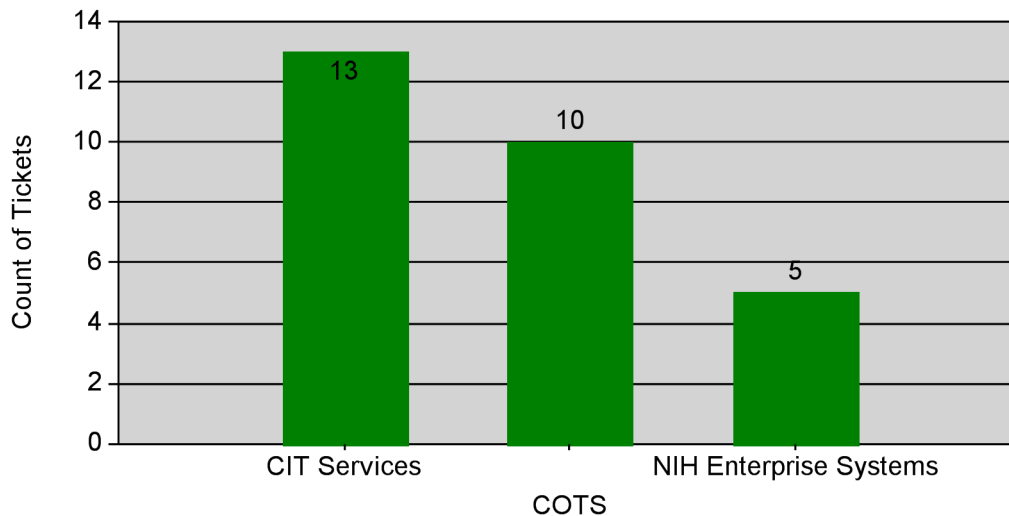
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

eRA-Grants Management	1
eRA-IMPAC II	2
eRA-Infrastructure	7
eRA-Software BA	1
ITAS	11
NBS-User Call	127
NED	110
NIH Data Warehouse	1
NIH Services	34
NIH Services-NEES	2
NVision	3

Security 73

Anti Virus SW	1
Security	72

Tickets By Category Summary



NCMHD 28

CIT Services 13

Accounts	4
----------	---

IC Ticket Report with Category Summary



For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Back Office Support	4
Connectivity	1
Email	1
Telecommunications	1
Wireless Services	2

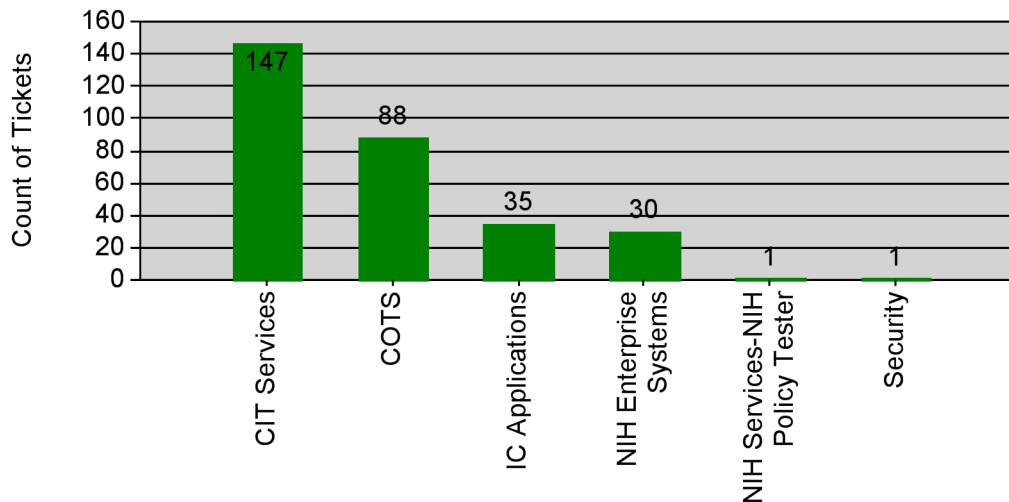
COTS **10**

Application Support	7
Hardware	3

NIH Enterprise Systems **5**

ITAS	1
NBS-User Call	4

Tickets By Category Summary



NCRR **302**

CIT Services **147**

Accounts	41
Back Office Support	20
CIT Categories	1

IC Ticket Report with Category Summary



For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

CIT Categories Remedy	1	
Conference Room Support-Equipment Setup	2	
Conference Room Support-Reserve	2	
Connectivity	13	
Email	25	
General Information	9	
Helix Support	1	
iSDP/Software Distribution	1	
NIHnet	1	
Telecommunications	3	
Video	2	
Wireless Services	25	
COTS		88
Application Support	49	
Hardware	39	
IC Applications		35
Local LAN	9	
Web Site Issue (non-CIT)	26	
NIH Enterprise Systems		30
eRA-COMMONS	1	
eRA-Grants Management	2	
eRA-IMPAC II	3	
eRA-Infrastructure	1	
eRA-Referral and Review	1	
eRA-Training	1	
ITAS	2	
NBS-User Call	9	
NED	2	
NIH Services	8	

IC Ticket Report with Category Summary



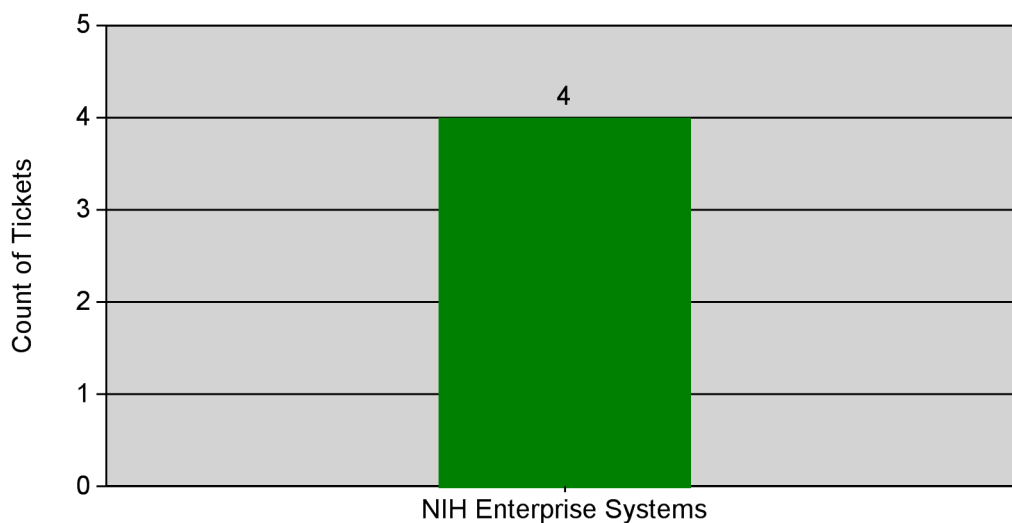
For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NIH Services-NIH Policy Tester	1
NIH Services-NIH Policy Tester	1
Security	1
Security	1

Tickets By Category Summary



NCTR	4
NIH Enterprise Systems	4
ITAS	4

IC Ticket Report with Category Summary

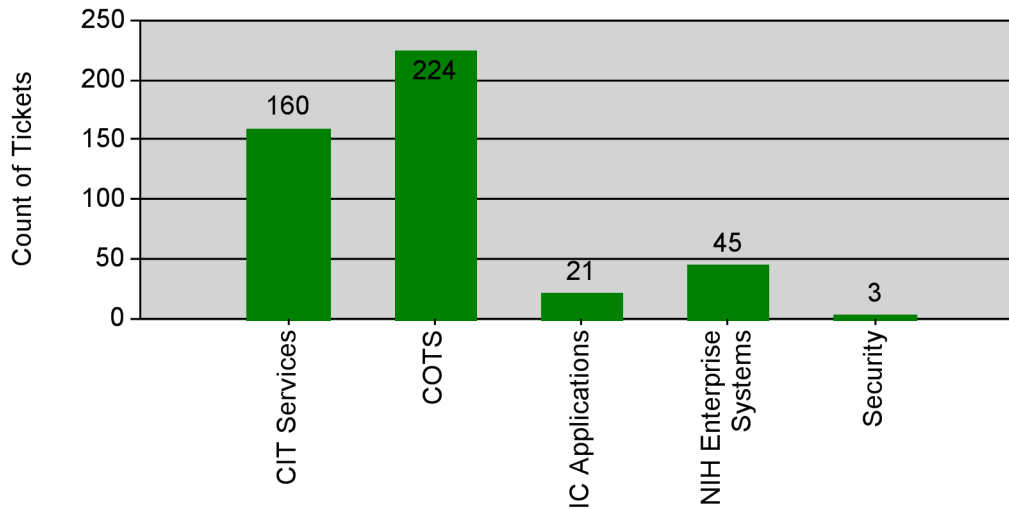


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NEI	453
CIT Services	160
Accounts	71
Back Office Support	14
Conference Room Support-Equipment Setup	1
Connectivity	23
Email	19
General Information	8
NIHnet	4
OS/390	2
Telecommunications	7
Training	1
Video	2
Wireless Services	8
COTS	224
Application Support	124

IC Ticket Report with Category Summary



For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	100	
IC Applications		21
CC Clinical Applications	2	
Local LAN	18	
Web Site Issue (non-CIT)	1	
NIH Enterprise Systems		45
ADB	9	
Capital HR Func App Suppt	2	
eRA-Reporting	1	
NBS-Sandbox	1	
NBS-User Call	18	
NED	6	
NIH Services	7	
NVision	1	
Security		3
Security	3	

IC Ticket Report with Category Summary

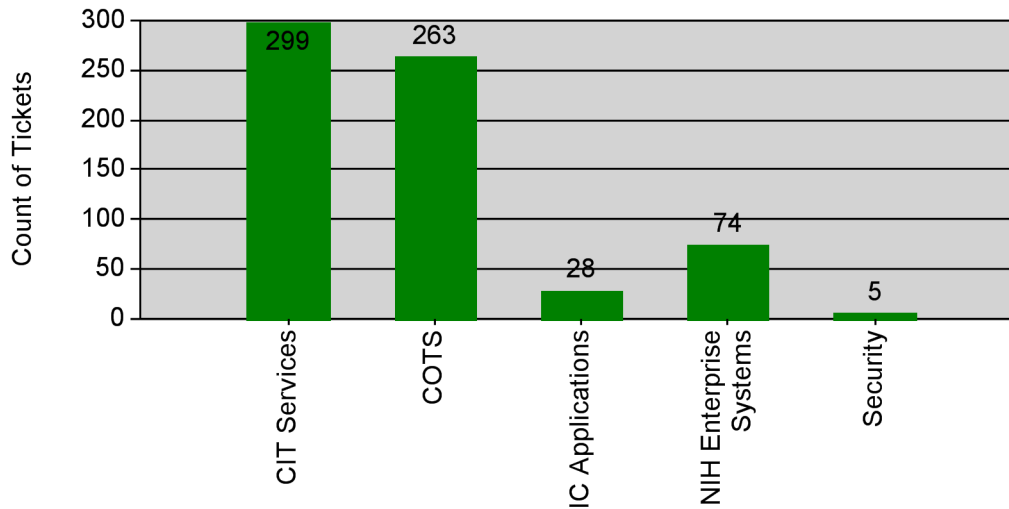


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NHGRI	669
CIT Services	299
Accounts	157
ASR	1
Back Office Support	41
CIT Categories	2
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	5
Connectivity	21
Email	28
General Information	9
NIHnet	3
Telecommunications	8
Training	1
Unix Support	5
Video	1

IC Ticket Report with Category Summary



For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Wireless Services	16	
COTS		263
Application Support	130	
Hardware	133	
IC Applications		28
CC Clinical Applications	2	
CC Clinical Applications-ATV	2	
CC Technical Operations	2	
Local LAN	19	
Web Site Issue (non-CIT)	3	
NIH Enterprise Systems		74
ADB	12	
eRA-COMMONS	1	
eRA-External	2	
eRA-IMPAC II	2	
eRA-Infrastructure	1	
ITAS	5	
NBS-User Call	29	
NED	11	
NIH Data Warehouse	1	
NIH Services	9	
NVision	1	
Security		5
Security	5	

IC Ticket Report with Category Summary

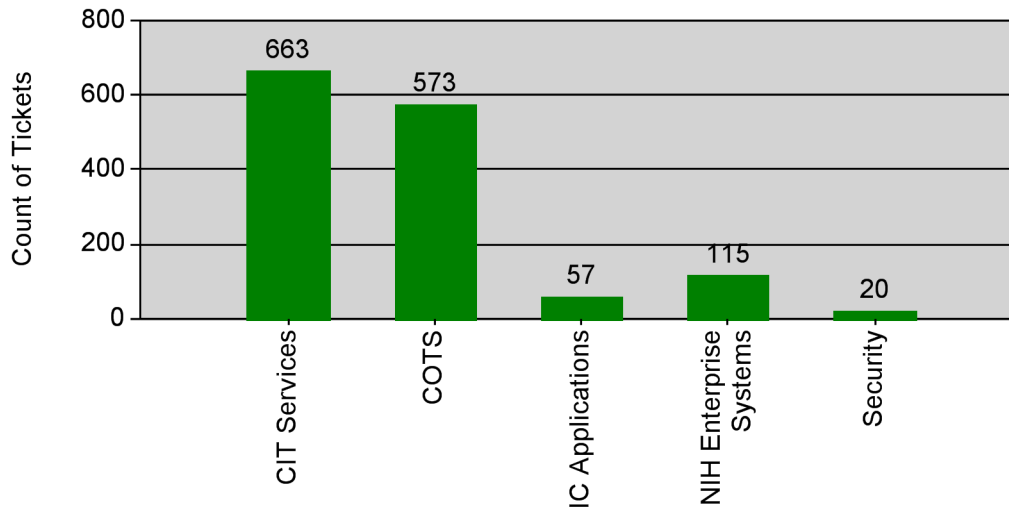


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NHLBI	1428
CIT Services	663
Accounts	349
Back Office Support	68
CIT Categories	1
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	12
Conference Room Support-Monitor Conference	1
Connectivity	51
Email	86
General Information	25
Hardware-Phones	1
Helix Support	3
NIHnet	13
OS/390	1
Telecommunications	15

IC Ticket Report with Category Summary



For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Video	3	
Wireless Services	33	
COTS		573
Application Support	272	
Hardware	301	
IC Applications		57
CC Clinical Applications	6	
CC Technical Operations	4	
Local LAN	36	
Web Site Issue (non-CIT)	11	
NIH Enterprise Systems		115
ADB	21	
eRA-COMMONS	1	
eRA-External	1	
eRA-Grants Management	1	
eRA-IMPAC II	3	
eRA-Infrastructure	2	
ITAS	7	
NBS-User Call	39	
NED	18	
NIH Data Warehouse	6	
NIH Services	13	
NVision	3	
Security		20
Anti Virus SW	1	
Security	19	

IC Ticket Report with Category Summary

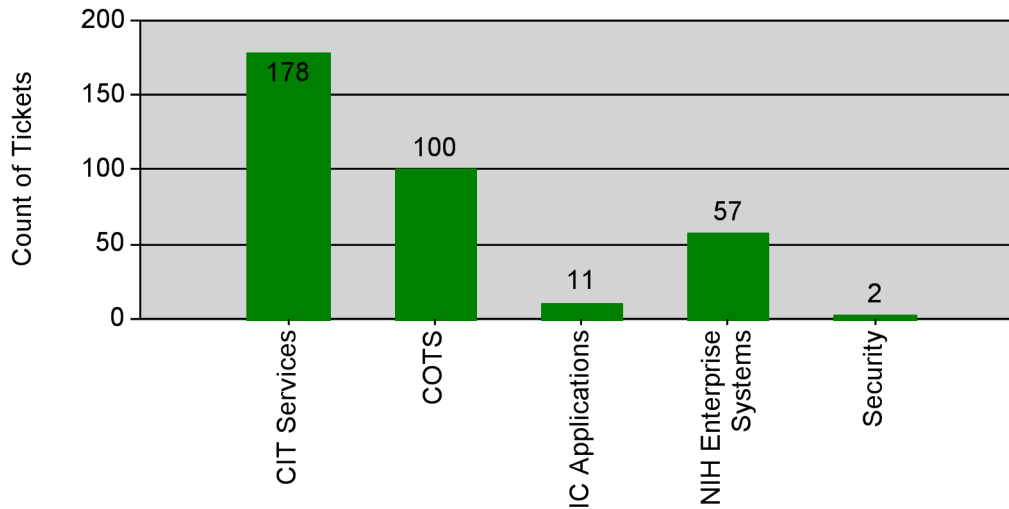


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIA	348
CIT Services	178
Accounts	78
Back Office Support	11
CIT Categories	2
Conference Room Support-Equipment Setup	13
Connectivity	13
Email	29
General Information	6
NIHnet	2
Telecommunications	4
Video	6
Wireless Services	14
COTS	100
Application Support	46
Hardware	54

IC Ticket Report with Category Summary



For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

IC Applications		11
Local LAN	9	
Web Site Issue (non-CIT)	2	
NIH Enterprise Systems		57
ADB	9	
Capital HR Func App Suppt	1	
Capital HR Security	1	
eRA-IMPAC II	1	
eRA-Reporting	1	
eRA-Software BA	1	
ITAS	3	
NBS-User Call	28	
NED	7	
NIH Services	4	
NVision	1	
Security		2
Security	2	

IC Ticket Report with Category Summary

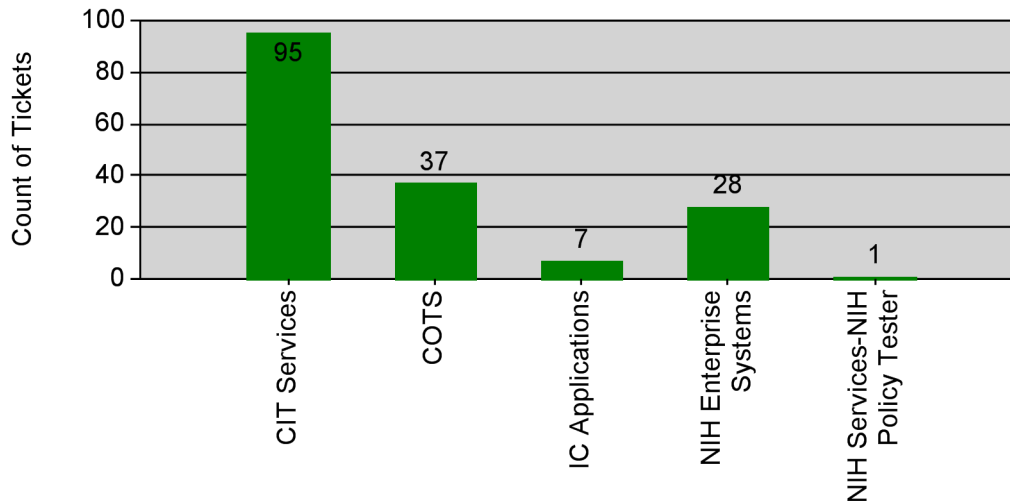


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIAAA	168
CIT Services	95
Accounts	27
Back Office Support	9
Conference Room Support-Equipment Setup	6
Connectivity	5
Email	9
General Information	3
NIHnet	14
Telecommunications	1
Video	6
Wireless Services	15
COTS	37
Application Support	13
Hardware	24
IC Applications	7
Local LAN	6

IC Ticket Report with Category Summary



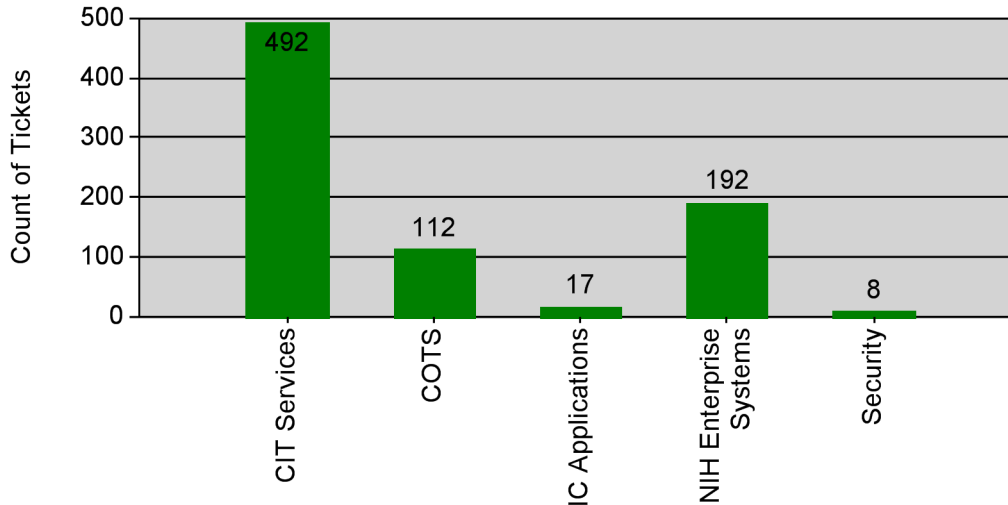
For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Web Site Issue (non-CIT)	1
NIH Enterprise Systems	28
ADB	3
Capital HR Func App Suppt	1
eRA-External	1
eRA-IMPAC II	1
eRA-Infrastructure	1
NBS-User Call	11
NED	8
NIH Services	2
NIH Services-NIH Policy Tester	1
NIH Services-NIH Policy Tester	1

Tickets By Category Summary



NIAID	821
CIT Services	492
Accounts	248
Back Office Support	37

IC Ticket Report with Category Summary



For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

CIT Categories	3	
CIT Categories Remedy	1	
Conference Room Support-Equipment Setup	6	
Connectivity	14	
Email	50	
General Information	16	
NIHnet	16	
OS/390	1	
Telecommunications	21	
Training	3	
Video	3	
Wireless Services	73	
COTS		112
Application Support	56	
Hardware	56	
IC Applications		17
CC Clinical Applications	5	
E-Grants	2	
Local LAN	4	
Web Site Issue (non-CIT)	6	
NIH Enterprise Systems		192
ADB	41	
Capital HR Func App Suppt	2	
eRA-External	1	
eRA-IMPAC II	3	
eRA-Infrastructure	2	
ITAS	25	
NBS-User Call	64	
NED	34	

IC Ticket Report with Category Summary



For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

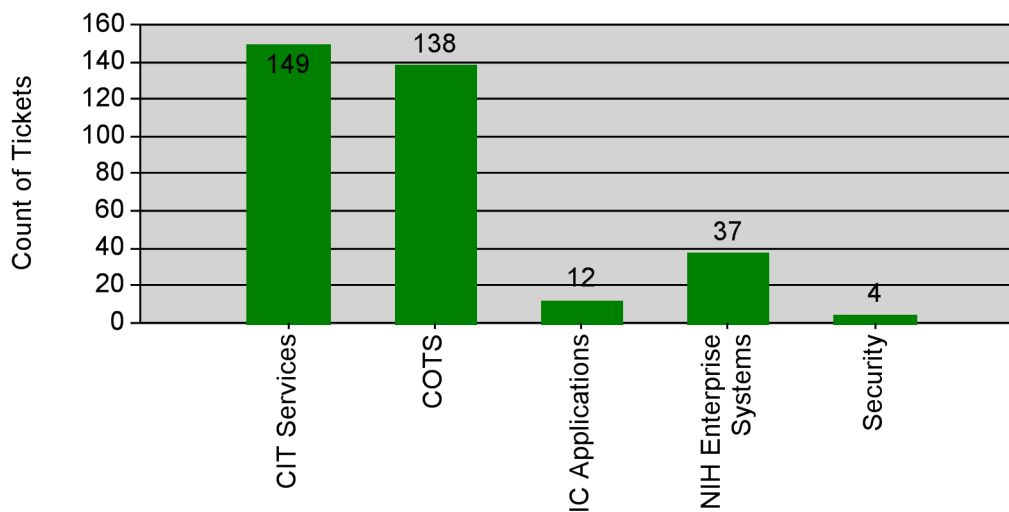
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NIH Data Warehouse	4
NIH Services	14
NVision	2

Security 8

Anti Virus SW	1
Security	7

Tickets By Category Summary



NIAMS 340

CIT Services 149

Accounts	56
Back Office Support	14
Conference Room Support-Equipment Setup	11
Conference Room Support-Reserve	3
Connectivity	10
Email	21
General Information	4
NIHnet	3

IC Ticket Report with Category Summary



For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Telecommunications	14	
Video	3	
Wireless Services	10	
COTS		138
Application Support	83	
Hardware	55	
IC Applications		12
CC Clinical Applications	1	
Local LAN	9	
Web Site Issue (non-CIT)	2	
NIH Enterprise Systems		37
ADB	2	
eRA-External	1	
eRA-Grants Management	1	
ITAS	2	
NBS-NAppMan	1	
NBS-User Call	17	
NED	11	
NIH Data Warehouse	1	
NVision	1	
Security		4
Security	4	

IC Ticket Report with Category Summary

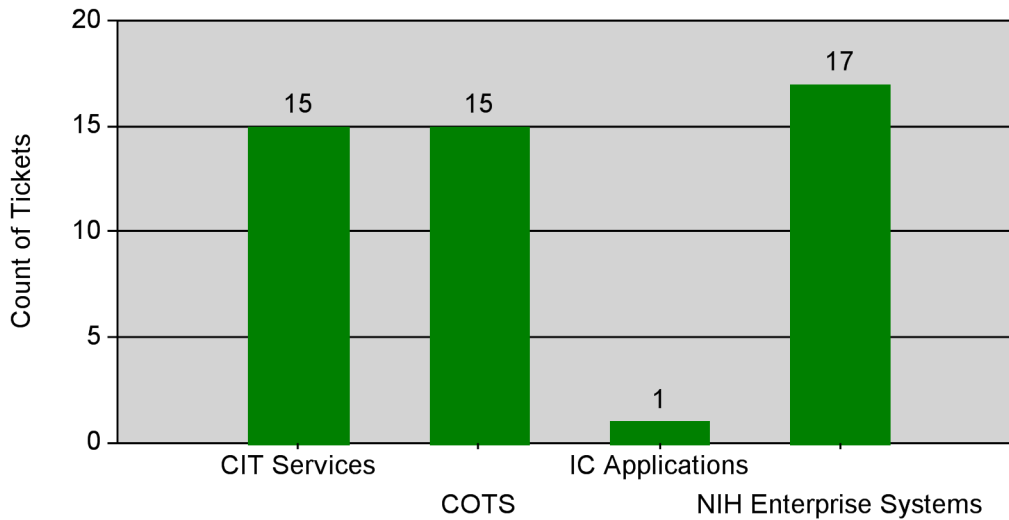


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIBIB	48
CIT Services	15
Accounts	8
Connectivity	1
Email	2
Video	1
Wireless Services	3
COTS	15
Application Support	9
Hardware	6
IC Applications	1
Local LAN	1
NIH Enterprise Systems	17
ADB	5
ITAS	1
NBS-User Call	6

IC Ticket Report with Category Summary



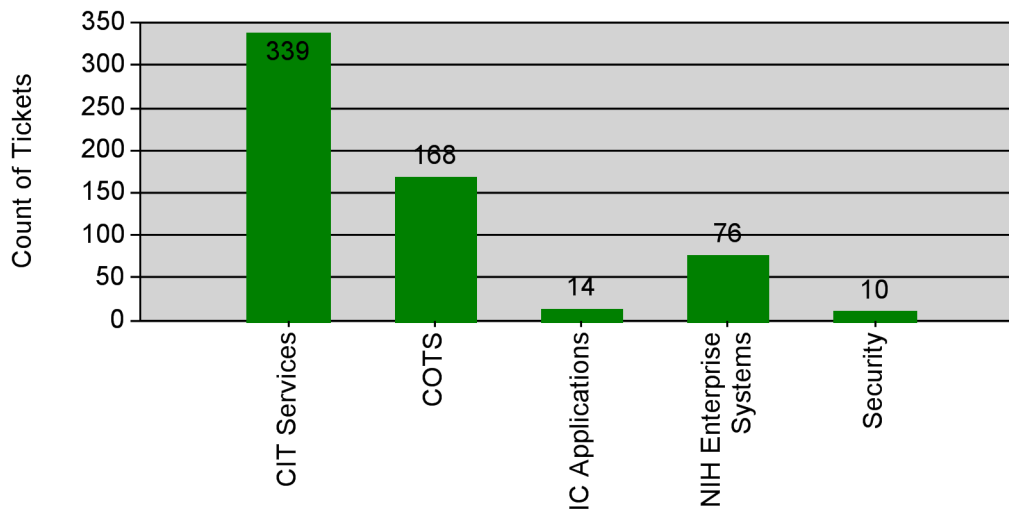
For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NED	2
NIH Data Warehouse	2
NIH Services	1

Tickets By Category Summary



NICHD	607
CIT Services	339
Accounts	180
Back Office Support	35
CIT Categories	2
Conference Room Support-Equipment Setup	17
Connectivity	17
Email	35
General Information	9
NIHnet	4
Telecommunications	10
Video	8
Wireless Services	22

IC Ticket Report with Category Summary



For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

COTS	168
Application Support	84
Hardware	84
IC Applications	14
CC Clinical Applications	2
Local LAN	11
Web Site Issue (non-CIT)	1
NIH Enterprise Systems	76
ADB	17
Capital HR Func App Suppt	1
eRA-COMMONS	1
eRA-External	2
eRA-Grants Management	4
eRA-IMPAC II	2
ITAS	3
NBS-User Call	20
NED	20
NIH Data Warehouse	1
NIH Services	2
NVision	3
Security	10
Anti Virus SW	3
Security	7

IC Ticket Report with Category Summary

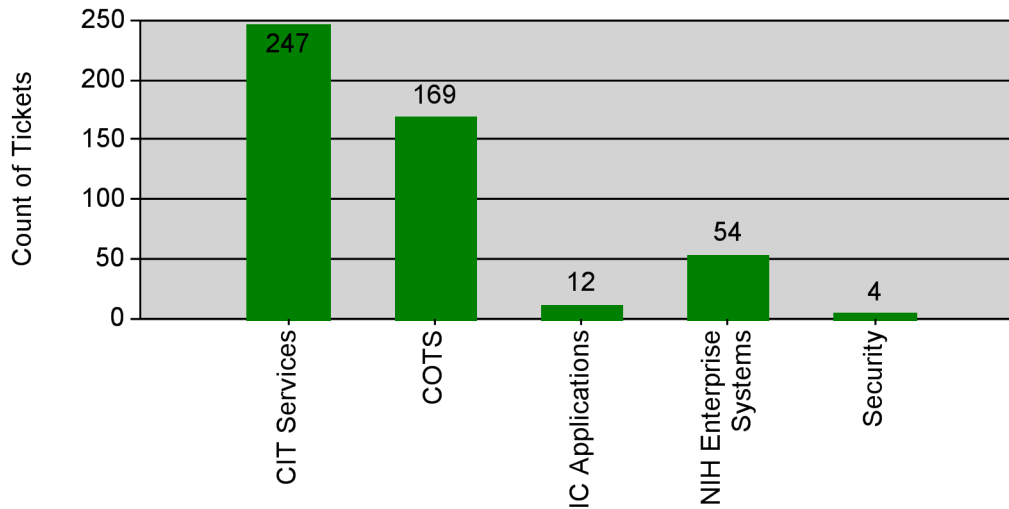


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIDA	486
CIT Services	247
Accounts	118
Back Office Support	38
CIT Categories-General Information	1
Conference Room Support-Equipment Setup	1
Conference Room Support-Monitor Conference	1
Connectivity	16
Email	30
General Information	9
NIHnet	1
Telecommunications	8
Training	1
Video	6
Wireless Services	17
COTS	169
Application Support	81

IC Ticket Report with Category Summary



For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	88	
IC Applications		12
Local LAN	7	
Web Site Issue (non-CIT)	5	
NIH Enterprise Systems		54
ADB	6	
eRA-Grants Management	1	
eRA-IMPAC II	1	
eRA-Infrastructure	4	
eRA-Reporting	3	
eRA-Software BA	1	
ITAS	4	
NBS-User Call	18	
NED	8	
NIH Data Warehouse	3	
NIH Services	3	
NVision	2	
Security		4
Security	4	

IC Ticket Report with Category Summary

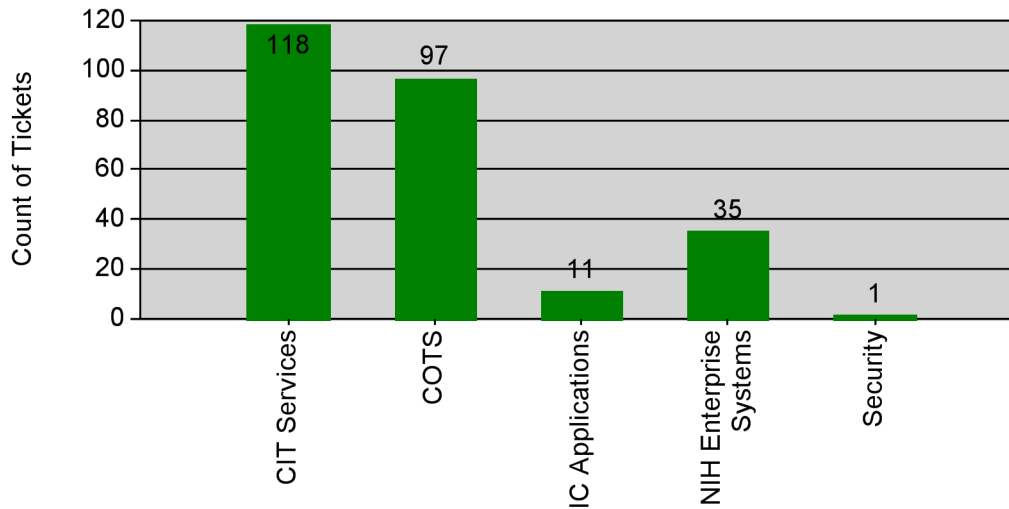


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIDCD	262
CIT Services	118
Accounts	41
Back Office Support	8
Conference Room Support-Equipment Setup	1
Connectivity	5
Email	19
General Information	6
Helix Support	1
iSDP/Software Distribution	1
NIHnet	4
OS/390	2
Telecommunications	10
Wireless Services	20
COTS	97
Application Support	61

IC Ticket Report with Category Summary



For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	36	
IC Applications		11
Local LAN	7	
Web Site Issue (non-CIT)	4	
NIH Enterprise Systems		35
ADB	8	
eRA-COMMONS	1	
eRA-IMPAC II	1	
eRA-Infrastructure	1	
eRA-Referral and Review	2	
eRA-Reporting	2	
NBS-User Call	8	
NED	7	
NIH Data Warehouse	1	
NIH Services	4	
Security		1
Security	1	

IC Ticket Report with Category Summary

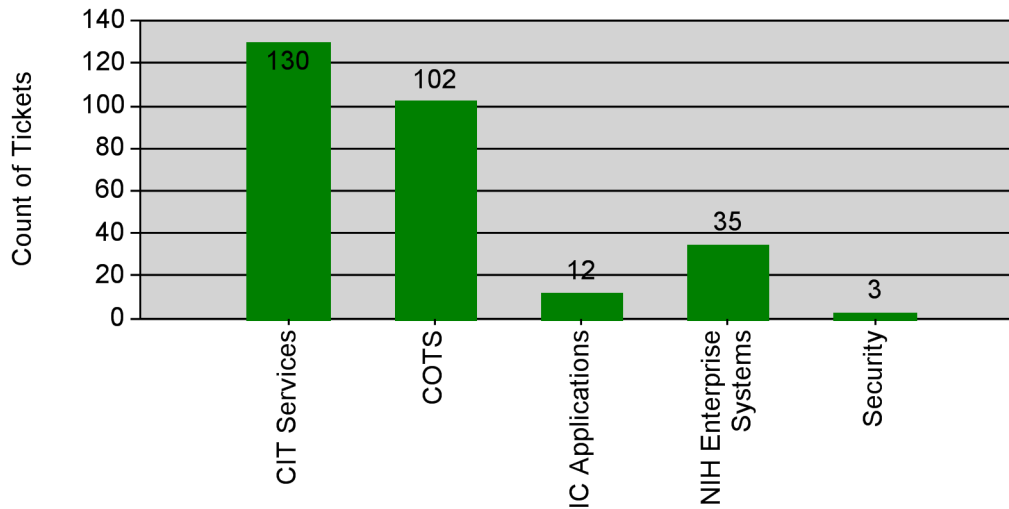


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIDCR	282
CIT Services	130
Accounts	80
Back Office Support	3
CIT Categories	2
Conference Room Support-Equipment Setup	2
Conference Room Support-Monitor Conference	1
Connectivity	5
Email	17
General Information	2
NIHnet	6
Telecommunications	2
Video	1
Wireless Services	9
COTS	102
Application Support	58

IC Ticket Report with Category Summary



For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	44	
IC Applications		12
CC Clinical Applications	8	
Local LAN	3	
Web Site Issue (non-CIT)	1	
NIH Enterprise Systems		35
ADB	9	
Capital HR Func App Suppt	1	
eRA-Reporting	1	
ITAS	2	
NBS-User Call	11	
NED	7	
NIH Data Warehouse	1	
NIH Services	3	
Security		3
Security	3	

IC Ticket Report with Category Summary

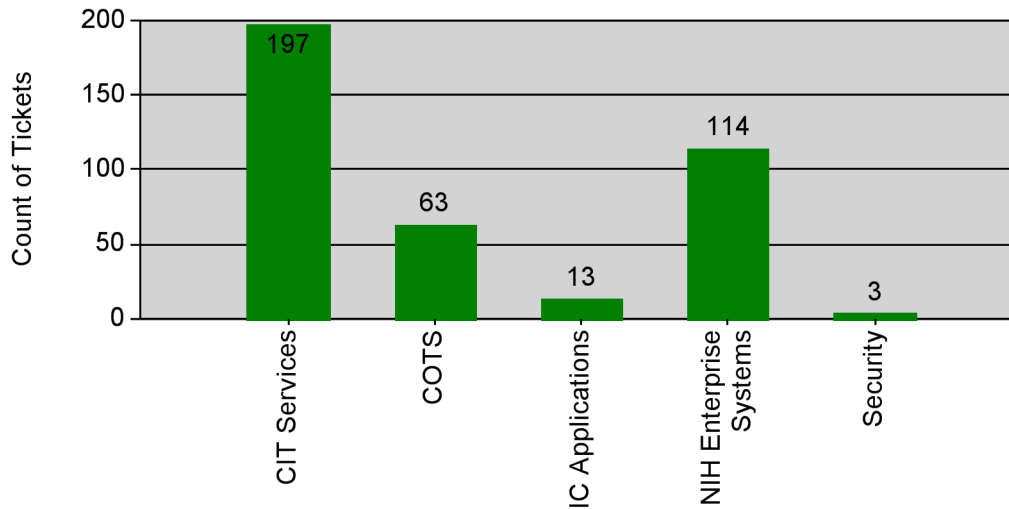


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIDDK	390
CIT Services	197
Accounts	124
Back Office Support	8
CIT Categories	1
Connectivity	7
Email	12
General Information	14
Helix Support	1
Telecommunications	10
Video	2
Wireless Services	18
COTS	63
Application Support	40
Hardware	23
IC Applications	13
CC Clinical Applications	4

IC Ticket Report with Category Summary



For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

CC Clinical Applications-ATV	1	
CC Technical Operations	1	
Local LAN	5	
Web Site Issue (non-CIT)	2	
NIH Enterprise Systems		114
ADB	20	
eRA-COMMONS	1	
eRA-External	1	
ITAS	4	
NBS-Sandbox	1	
NBS-User Call	49	
NED	27	
NIH Data Warehouse	1	
NIH Services	10	
Security		3
Anti Virus SW	1	
Security	2	

IC Ticket Report with Category Summary

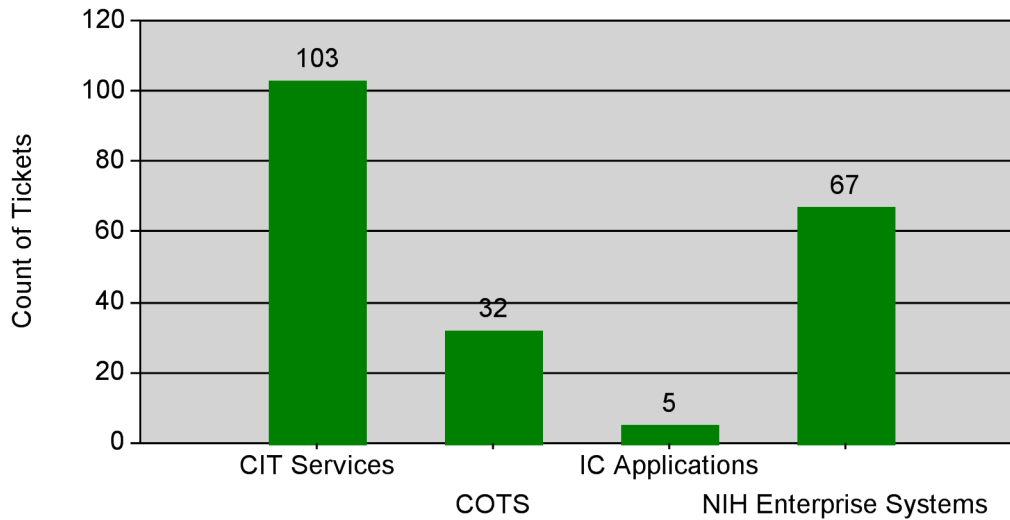


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIEHS	207
CIT Services	103
Accounts	70
Back Office Support	5
Connectivity	4
Email	6
Telecommunications	2
Video	1
Wireless Services	15
COTS	32
Application Support	15
Hardware	17
IC Applications	5
Local LAN	3
Web Site Issue (non-CIT)	2
NIH Enterprise Systems	67
ADB	2

IC Ticket Report with Category Summary



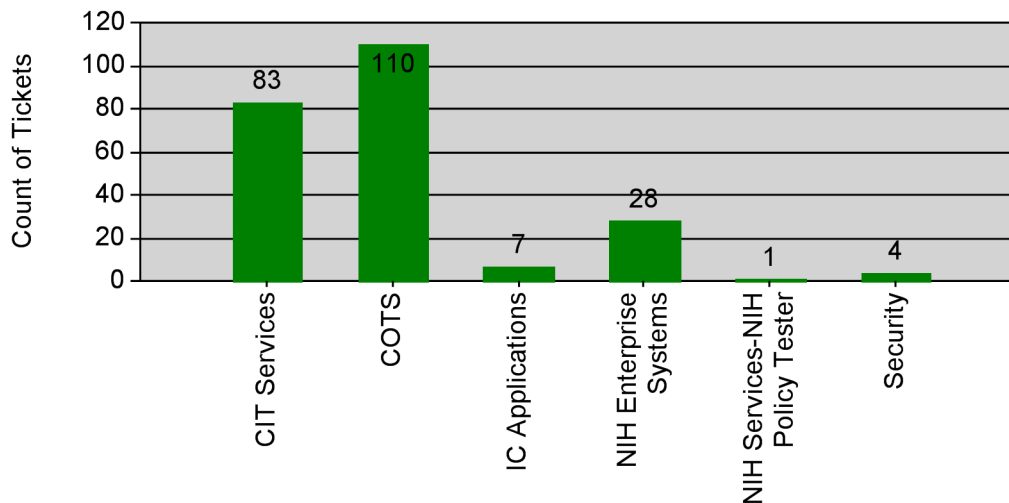
For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Capital HR Func App Suppt	1
eRA-Grants Management	1
eRA-IMPAC II	1
ITAS	6
NBS-User Call	33
NED	13
NIH Data Warehouse	4
NIH Services	2
NVision	4

Tickets By Category Summary



NIGMS	233
CIT Services	83

Accounts	17
Back Office Support	6
Conference Room Support-Equipment Setup	6
Conference Room Support-Reserve	1
Connectivity	2

IC Ticket Report with Category Summary



For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Email	18	
General Information	14	
NIHnet	2	
Telecommunications	6	
Video	1	
Wireless Services	10	
COTS		110
Application Support	40	
Hardware	70	
IC Applications		7
E-Grants	1	
Local LAN	4	
Web Site Issue (non-CIT)	2	
NIH Enterprise Systems		28
ADB	1	
Capital HR Security	1	
eRA-COMMONS	1	
eRA-External	1	
eRA-Grants Management	5	
eRA-IMPAC II	3	
eRA-Infrastructure	1	
eRA-Referral and Review	2	
eRA-Reporting	1	
ITAS	3	
NBS-NAppMan	1	
NBS-User Call	2	
NIH Services	6	
NIH Services-NIH Policy Tester		1
NIH Services-NIH Policy Tester	1	

IC Ticket Report with Category Summary



For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

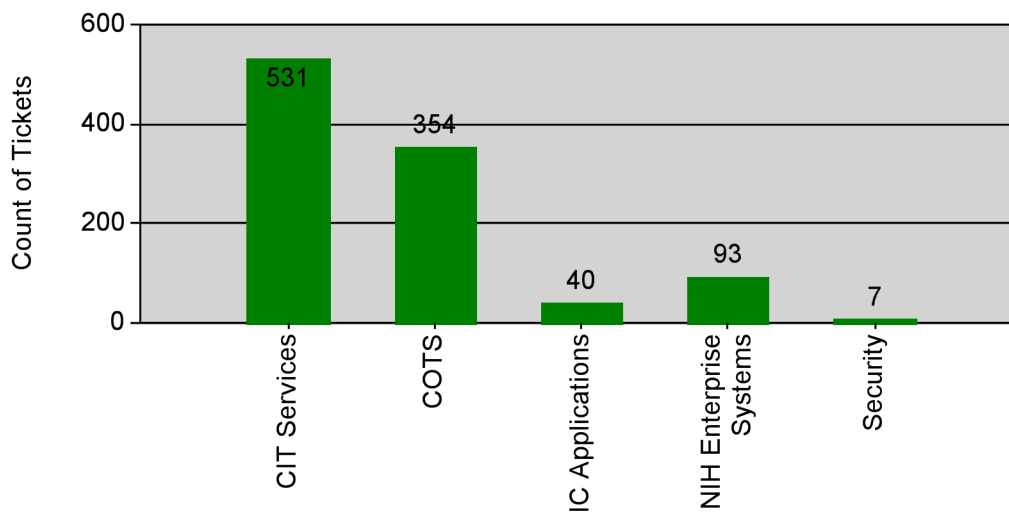
Security

4

Security

4

Tickets By Category Summary



NIMH

1025

CIT Services

531

Accounts	292
ASR	1
Back Office Support	47
Conference Room Support-Equipment Setup	9
Connectivity	35
Email	64
General Information	16
Helix Support	3
NIHnet	12
OS/390	1
Telecommunications	10
Training	4

IC Ticket Report with Category Summary



For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Video	6	
Wireless Services	31	
COTS		354
Application Support	179	
Hardware	175	
IC Applications		40
CC Clinical Applications	8	
CC Clinical Applications-ATV	1	
Local LAN	28	
Web Site Issue (non-CIT)	3	
NIH Enterprise Systems		93
ADB	14	
eRA-COMMONS	3	
eRA-External	1	
eRA-Grants Management	3	
eRA-IMPAC II	2	
eRA-Infrastructure	2	
eRA-Reporting	1	
eRA-Training	1	
ITAS	5	
NBS-User Call	34	
NED	19	
NIH Services	8	
Security		7
Anti Virus SW	1	
Security	6	

IC Ticket Report with Category Summary

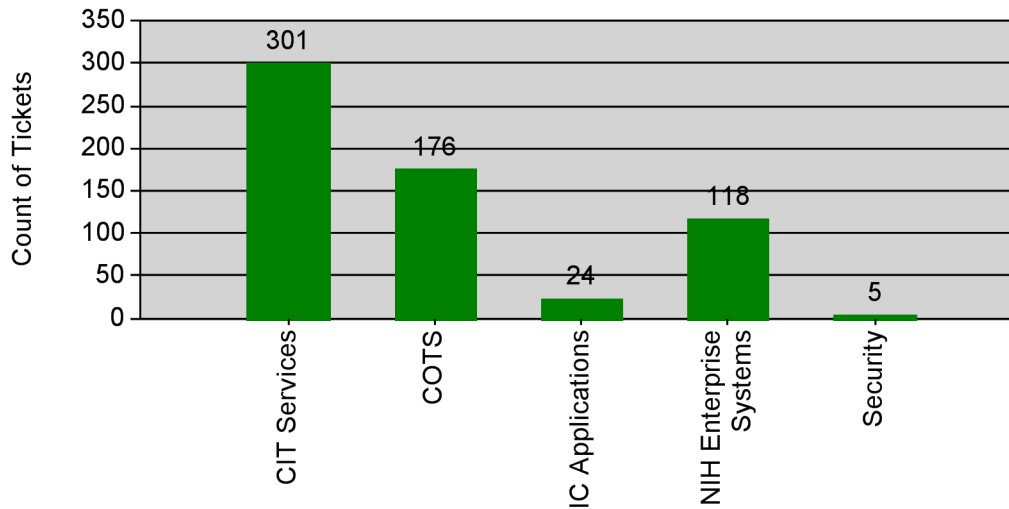


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NINDS	624
CIT Services	301
Accounts	146
Back Office Support	32
CIT Categories	1
Conference Room Support-Equipment Setup	9
Connectivity	22
Email	42
General Information	8
NIHnet	11
Telecommunications	13
Training	1
Wireless Services	16
COTS	176
Application Support	86
Hardware	90

IC Ticket Report with Category Summary



For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

IC Applications		24
CC Clinical Applications	4	
Local LAN	14	
Web Site Issue (non-CIT)	6	
NIH Enterprise Systems		118
ADB	24	
Capital HR Security	1	
eRA-COMMONS	2	
eRA-Grants Management	2	
eRA-IMPAC II	4	
eRA-Referral and Review	1	
GovTrip User Call	2	
ITAS	3	
NBS-User Call	49	
NED	20	
NIH Services	9	
NIH Services-NEES	1	
Security		5
Anti Virus SW	1	
Security	4	

IC Ticket Report with Category Summary

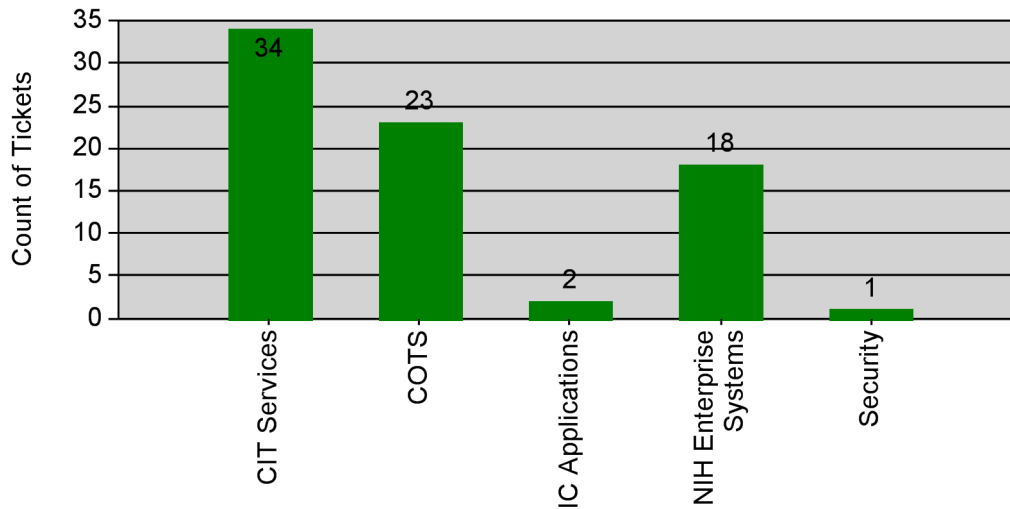


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NINR		78
CIT Services		34
Accounts	20	
Back Office Support	4	
Connectivity	1	
Email	3	
General Information	1	
Telecommunications	1	
Video	1	
Wireless Services	3	
COTS		23
Application Support	9	
Hardware	14	
IC Applications		2
Local LAN	1	
Web Site Issue (non-CIT)	1	

IC Ticket Report with Category Summary



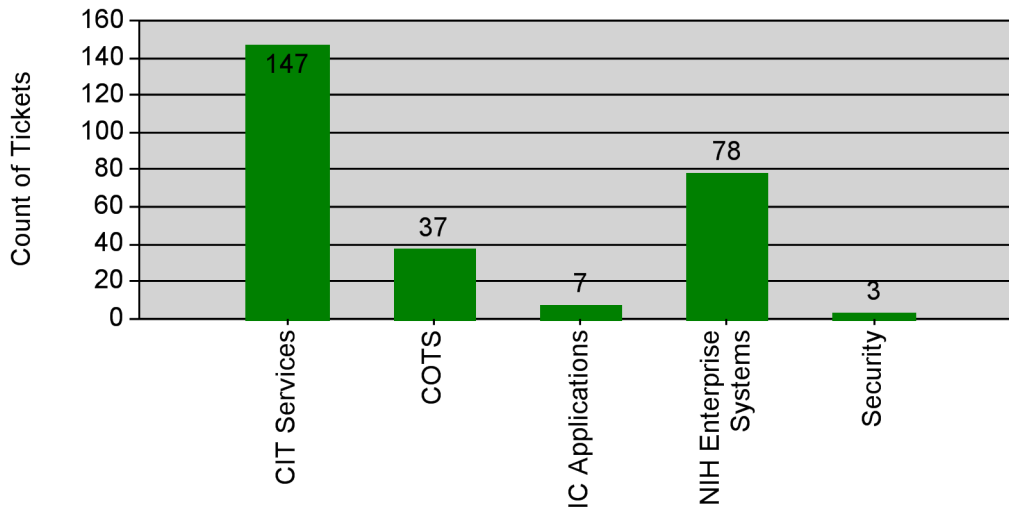
For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NIH Enterprise Systems		18
ADB		1
eRA-COMMONS		1
ITAS		2
NBS-User Call		7
NED		6
NIH Data Warehouse		1
Security		1
Security		1

Tickets By Category Summary



NLM		272
CIT Services		147
Accounts		86
ASR		1
Back Office Support		12
CIT Categories		1
Connectivity		2

IC Ticket Report with Category Summary



For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Email	14	
General Information	9	
Telecommunications	2	
Training	2	
Video	2	
Wireless Services	16	
COTS		37
Application Support	20	
Hardware	17	
IC Applications		7
Local LAN	4	
Web Site Issue (non-CIT)	3	
NIH Enterprise Systems		78
ADB	10	
Capital HR Security	1	
ITAS	8	
NBS-User Call	38	
NED	16	
NIH Data Warehouse	2	
NIH Services	2	
NVision	1	
Security		3
Security	3	

IC Ticket Report with Category Summary

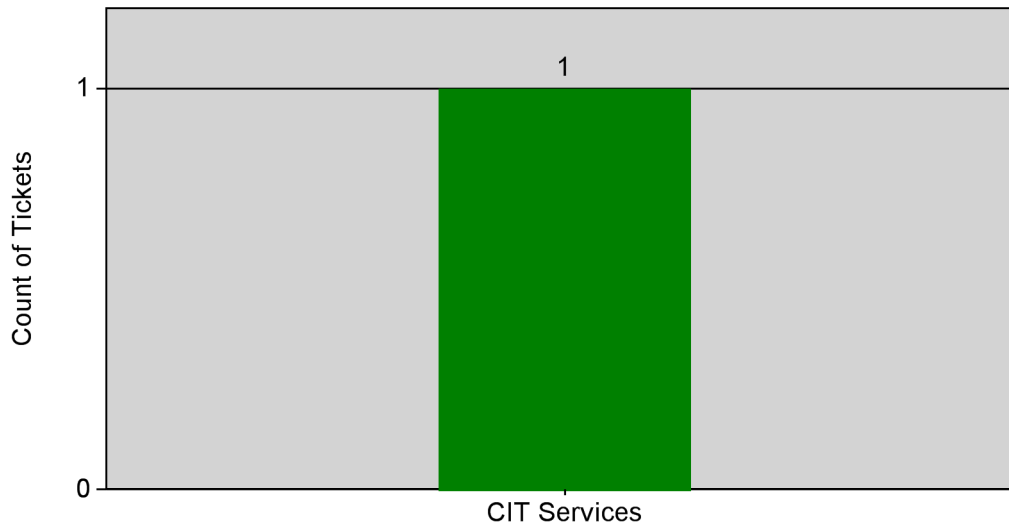


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NON-NIH	1
CIT Services	1
Accounts	1

IC Ticket Report with Category Summary

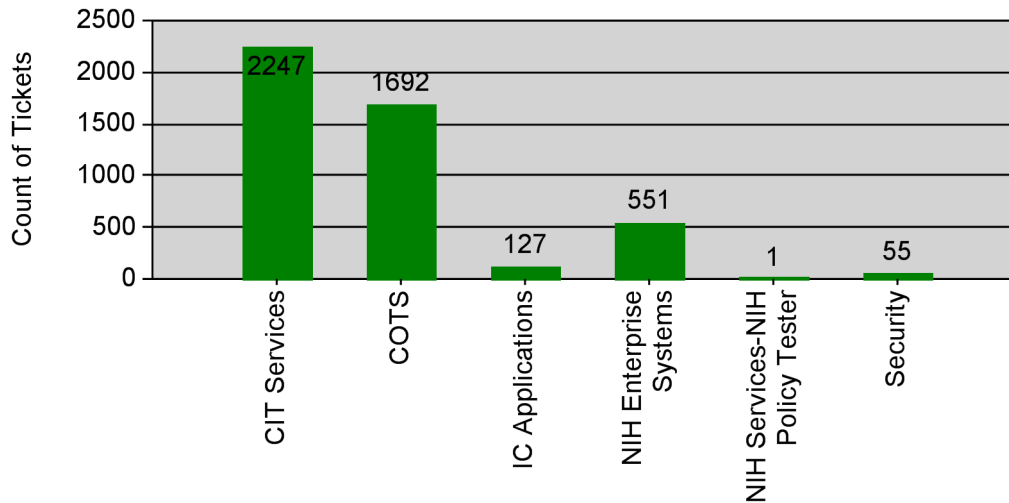


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



OD	4673
CIT Services	2247
Accounts	1031
Back Office Support	315
CIT Categories	14
CIT Categories Remedy	11
Conference Room Support-Equipment Setup	38
Conference Room Support-Reserve	4
Connectivity	154
Email	303
General Information	93
NIHnet	33
OS/390	2
Project Work	1
Telecommunications	73
Training	7

IC Ticket Report with Category Summary



For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Video	11	
Wireless Services	157	
COTS		1692
Application Support	727	
Hardware	965	
IC Applications		127
CC Clinical Applications	1	
CC Technical Operations	1	
E-Grants	2	
Local LAN	85	
OIT Categories	1	
Web Site Issue (non-CIT)	37	
NIH Enterprise Systems		551
ADB	66	
Capital HR Func App Suppt	6	
Capital HR Security	4	
Capital HR Technical	2	
Capital HR User Error	1	
Capital HR Workflow/Worklist	1	
eRA-COMMONS	3	
eRA-External	2	
eRA-Grants Management	2	
eRA-IMPAC II	28	
eRA-Infrastructure	23	
eRA-Referral and Review	8	
eRA-Reporting	3	
eRA-Software BA	3	
GovTrip User Call	19	
ITAS	35	

IC Ticket Report with Category Summary



For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NBS Break/Fix	1
NBS Enhancement	1
NBS-User Call	157
NED	108
NIH Data Warehouse	16
NIH Services	52
NIH Services-NEES	1
NVision	9

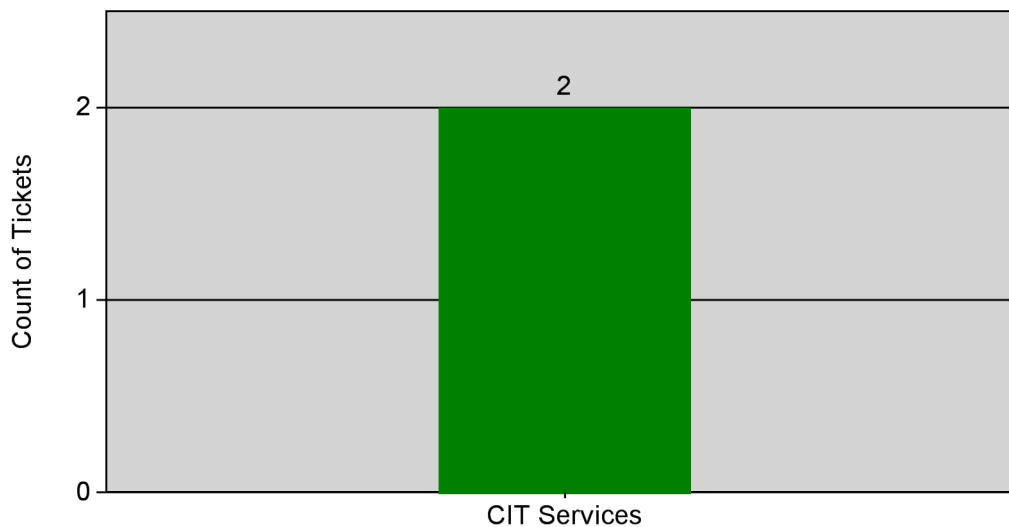
NIH Services-NIH Policy Tester	1
---------------------------------------	----------

NIH Services-NIH Policy Tester	1
--------------------------------	---

Security	55
-----------------	-----------

Anti Virus SW	4
Security	51

Tickets By Category Summary



OEOCR	2
--------------	----------

CIT Services	2
---------------------	----------

Accounts	1
----------	---

IC Ticket Report with Category Summary



For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

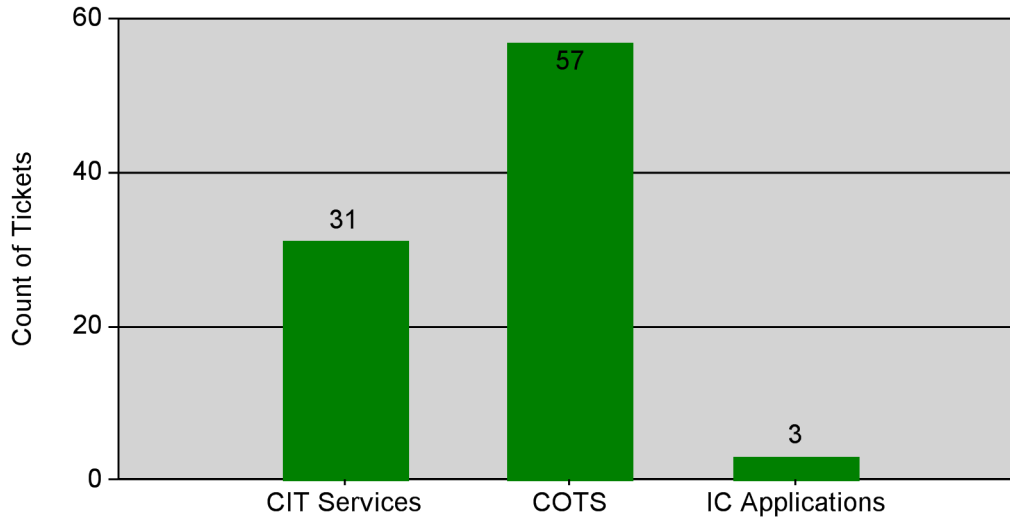
Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Email

1

Tickets By Category Summary



OFAM	91
CIT Services	31
Accounts	9
Back Office Support	6
Connectivity	2
Email	12
General Information	1
Wireless Services	1
COTS	57
Application Support	20
Hardware	37
IC Applications	3
CC Technical Operations	1
Local LAN	1
Web Site Issue (non-CIT)	1

IC Ticket Report with Category Summary

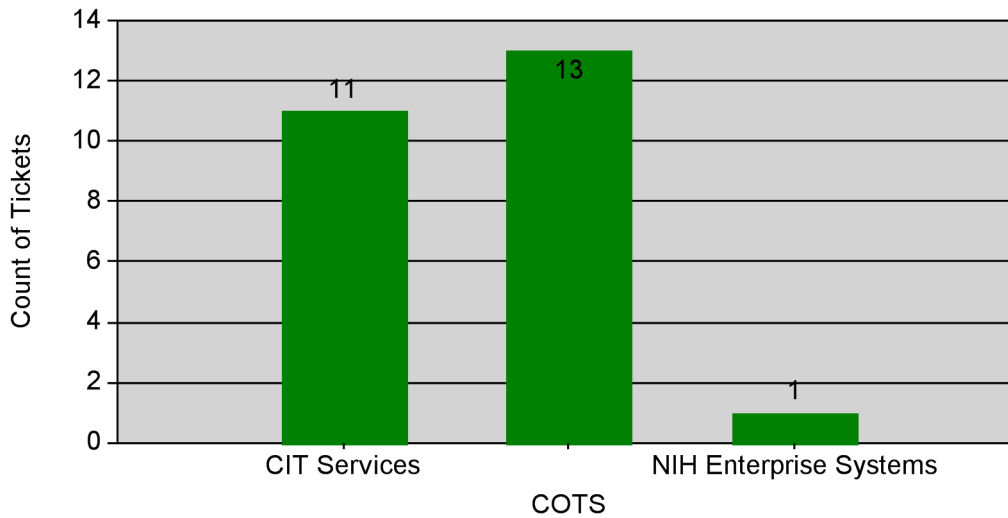


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



OFM	25
CIT Services	11
Accounts	5
Back Office Support	2
Connectivity	2
Email	1
Wireless Services	1
COTS	13
Application Support	6
Hardware	7
NIH Enterprise Systems	1
NBS-Sandbox	1

IC Ticket Report with Category Summary

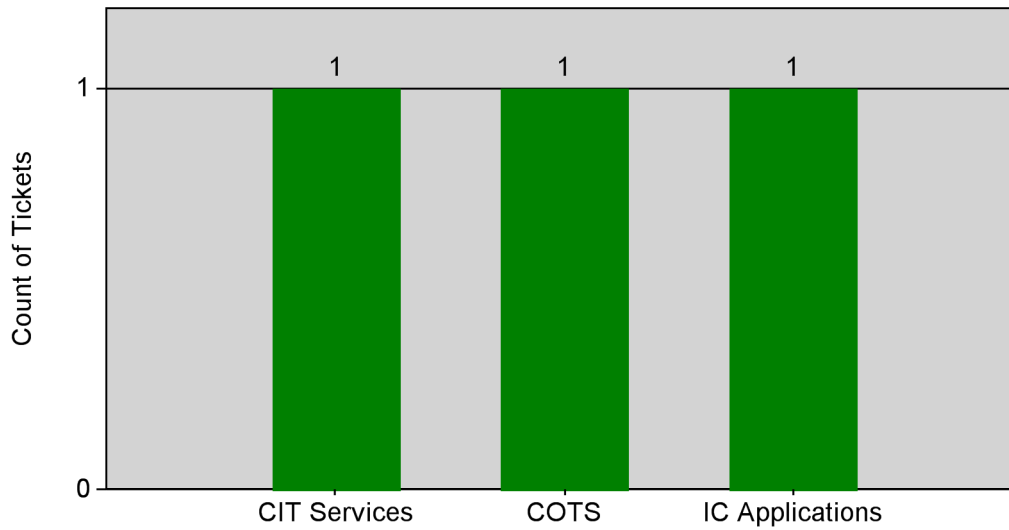


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



OHIT	3
CIT Services	1
Back Office Support	1
COTS	1
Application Support	1
IC Applications	1
CC Clinical Applications	1

IC Ticket Report with Category Summary

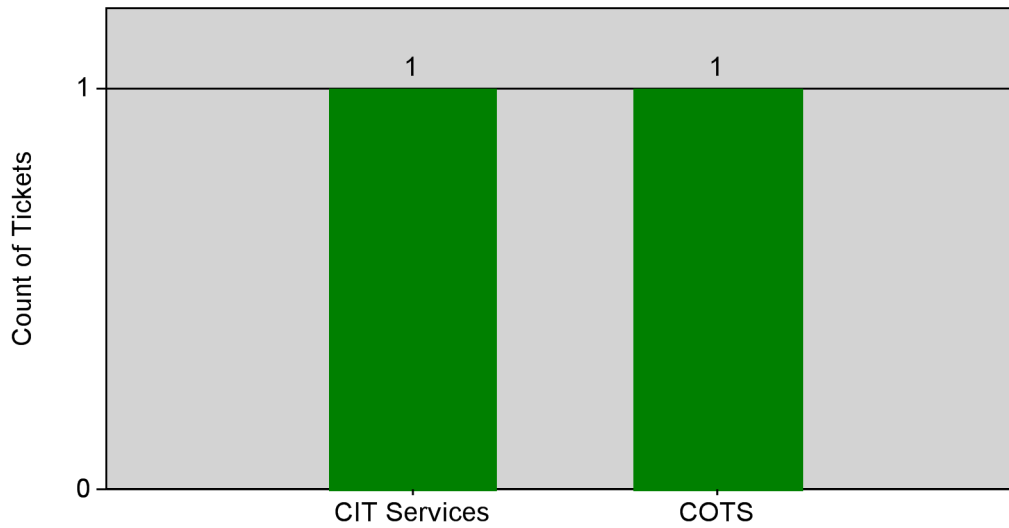


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



OIHA	2
CIT Services	1
Wireless Services	1
COTS	1
Hardware	1

IC Ticket Report with Category Summary

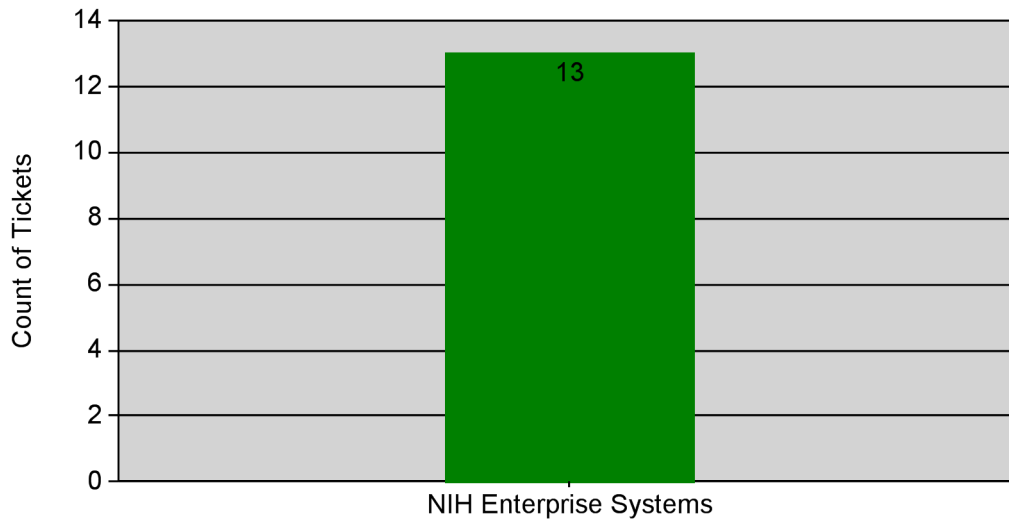


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



OIM		13
NIH Enterprise Systems		13
ITAS	13	

IC Ticket Report with Category Summary

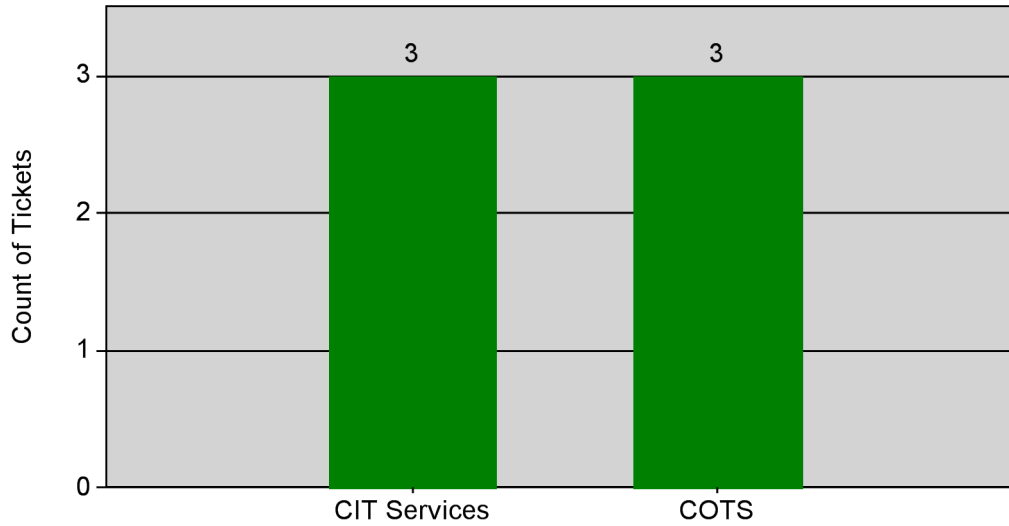


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



OL	6
CIT Services	3
Accounts	2
Back Office Support	1
COTS	3
Hardware	3

IC Ticket Report with Category Summary

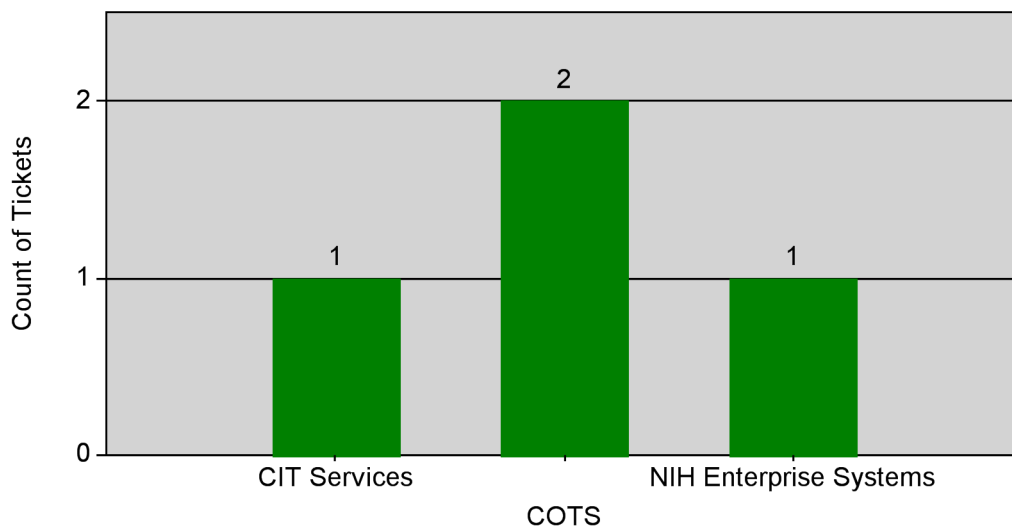


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



OM	4
CIT Services	1
Wireless Services	1
COTS	2
Hardware	2
NIH Enterprise Systems	1
NBS-User Call	1

IC Ticket Report with Category Summary

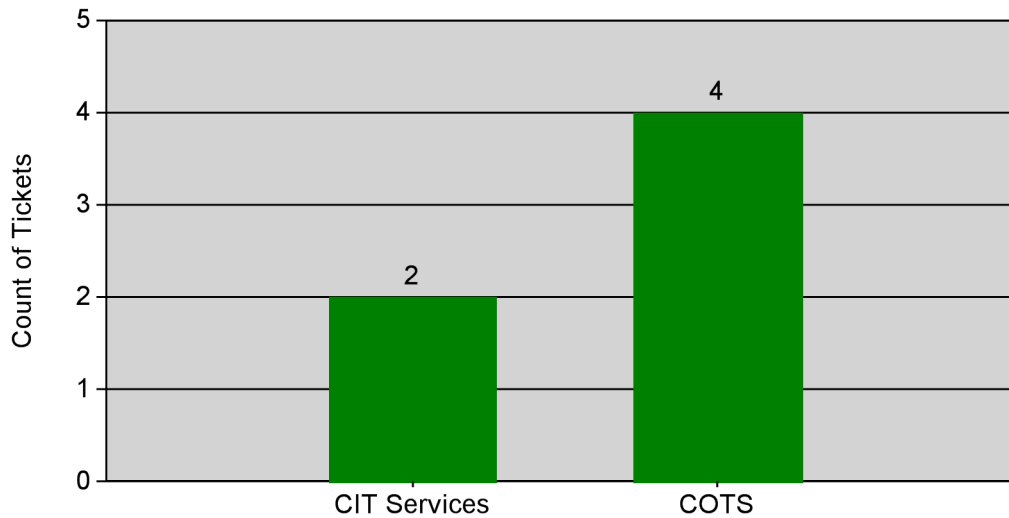


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



OMH		6
CIT Services		2
Accounts	1	
Email	1	
COTS		4
Hardware	4	

IC Ticket Report with Category Summary

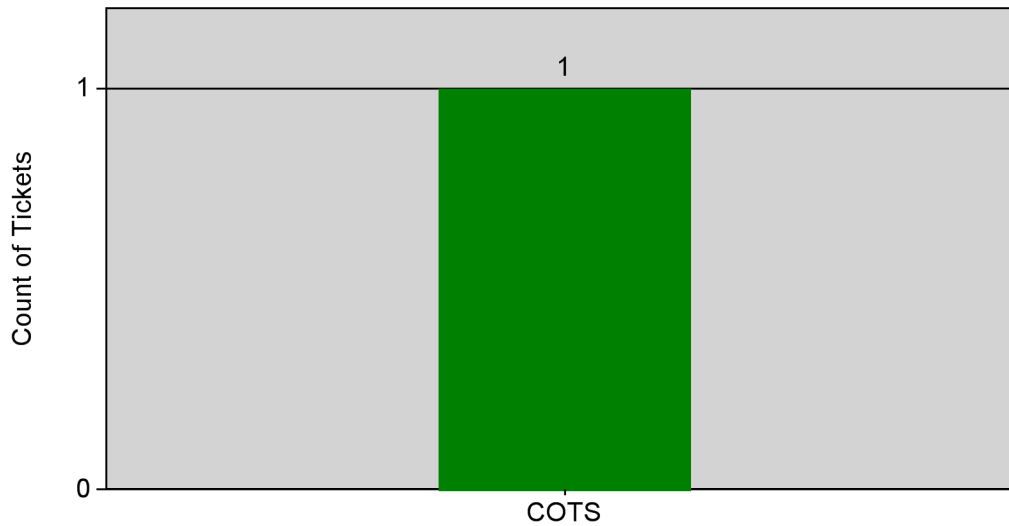


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



OPE	1
COTS	1
Application Support	1

IC Ticket Report with Category Summary

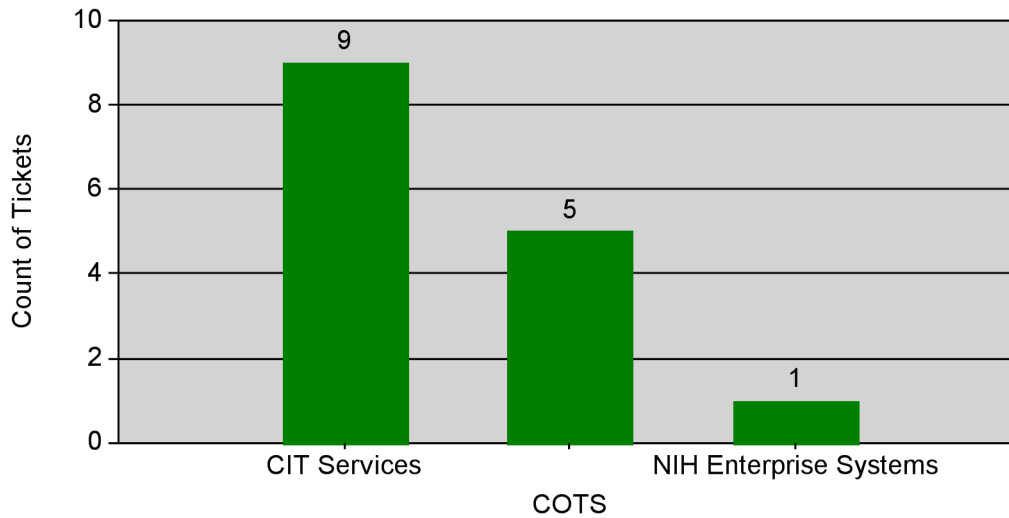


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



OPR		15
CIT Services		9
Accounts	4	
Back Office Support	4	
Email	1	
COTS		5
Application Support	3	
Hardware	2	
NIH Enterprise Systems		1
ITAS	1	

IC Ticket Report with Category Summary

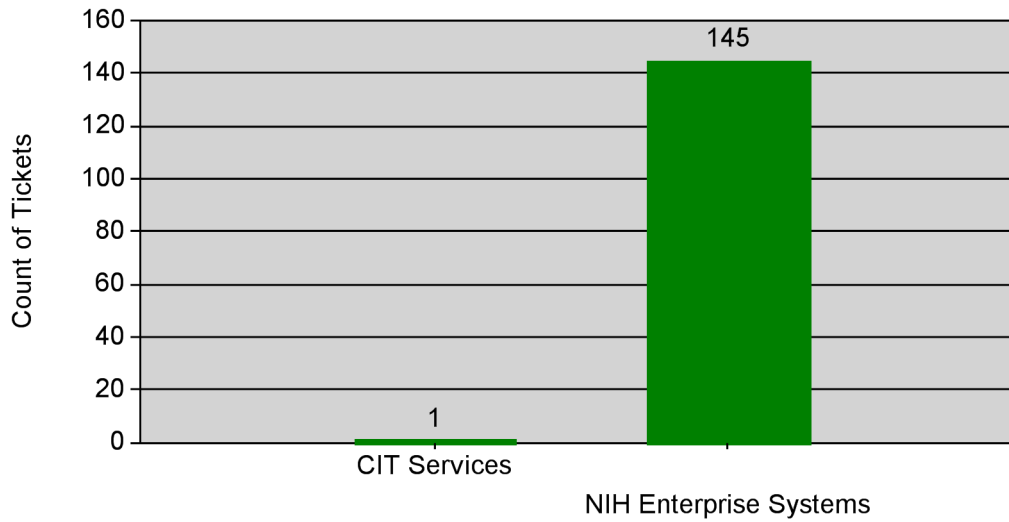


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



ORA	146
CIT Services	1
Training	1
NIH Enterprise Systems	145
ITAS	145

IC Ticket Report with Category Summary

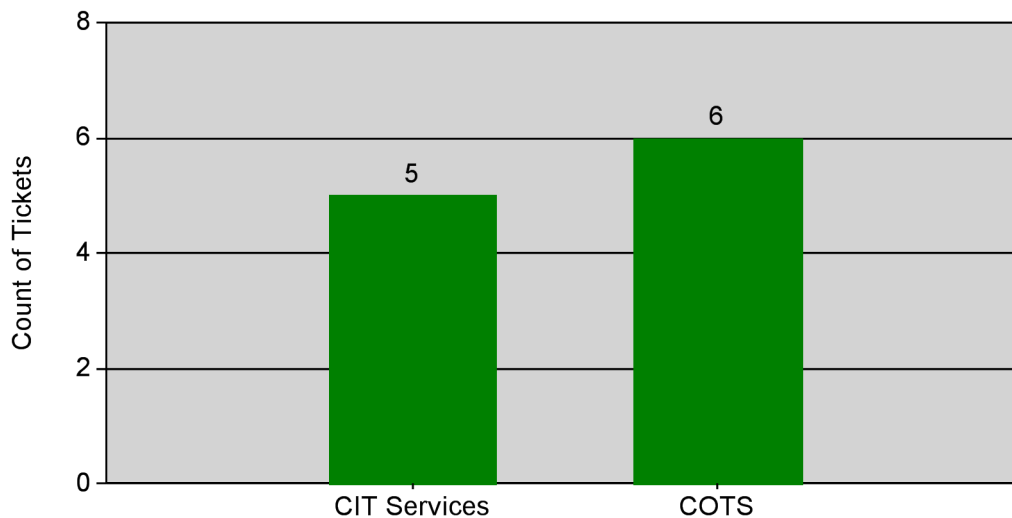


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



ORHP		11
CIT Services		5
Back Office Support	3	
General Information	1	
Wireless Services	1	
COTS		6
Application Support	2	
Hardware	4	

IC Ticket Report with Category Summary

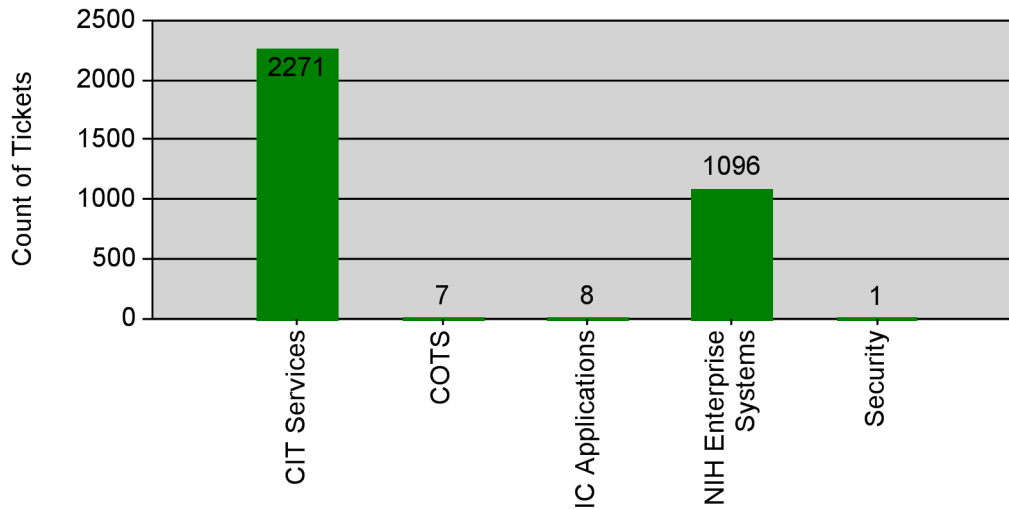


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



OTHER 3383

CIT Services 2271

Accounts	156
Back Office Support	2
CIT Categories	2041
Connectivity	2
Email	7
General Information	45
iSDP/Software Distribution	1
NIHnet	3
OS/390	5
Pubs	1
Telecommunications	1
Training	1
Video	5
Wireless Services	1

IC Ticket Report with Category Summary



For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

COTS	7
Application Support	5
Hardware	2
IC Applications	8
CC Clinical Applications	1
Local LAN	1
Web Site Issue (non-CIT)	6
NIH Enterprise Systems	1096
eRA-COMMONS	603
eRA-DB	1
eRA-External	444
eRA-Grants Management	15
eRA-IMPAC II	4
eRA-Infrastructure	4
eRA-Partnership Issues	2
eRA-Referral and Review	13
eRA-Training	1
eRA-UAT	3
ITAS	3
NBS-User Call	1
NIH Services	2
Security	1
Security	1

IC Ticket Report with Category Summary

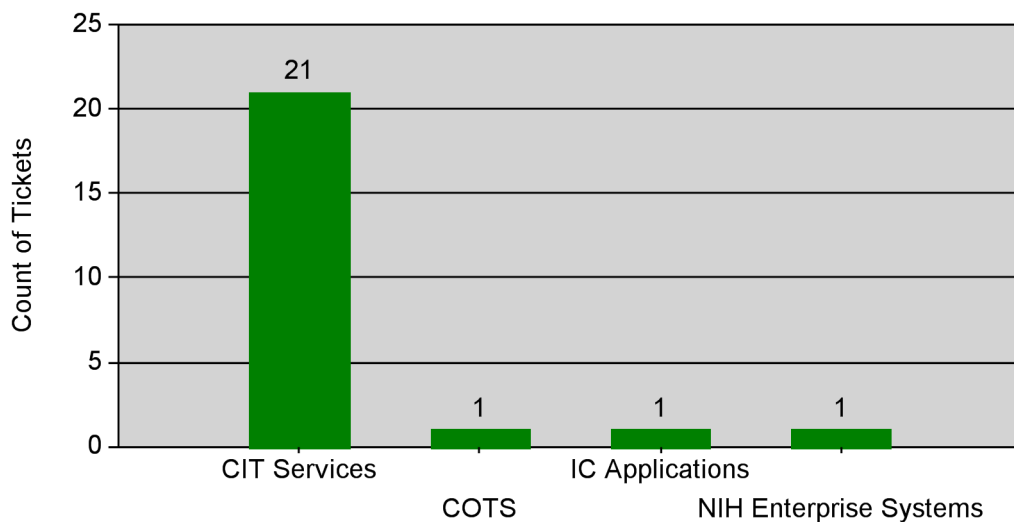


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:48:09 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



Region	24
CIT Services	21
Accounts	14
Back Office Support	1
Connectivity	1
Email	4
General Information	1
COTS	1
Hardware	1
IC Applications	1
Web Site Issue (non-CIT)	1
NIH Enterprise Systems	1
ITAS	1